	GLENOAKS Docket; 1364982 - 91504	0/2013
Item	Document	Date Posted
1.	Request/approval to study for discontinuance	02/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	02/04/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	01/20/2011
4.	Highway map with community highlighted	01/20/2011
5.	Inspection Service/local law enforcement vandalism reports	02/04/2011
6.	Form 4920, Post Office Fact Sheet	03/17/2011
7.	NEPA Worksheet	04/29/2013
8.	Financial Workbook	04/29/2013
9.	Recommendation and Service Replacement Type	03/17/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	03/21/2011
11.	Community meeting roster	05/02/2011
12.	Community meeting letter	03/11/2011
13.	Proposal checklist	06/07/2011
14.	District notification to Government Affairs	06/07/2011
15.	Instructions to postmaster/OIC to post proposal	06/07/2011
16.	Invitation for comments exhibit	06/07/2011
17.	Proposal exhibit	06/07/2011
18.	Comment form exhibit	06/07/2011
19.	Instructions for postmaster/OIC to remove proposal	06/07/2011
20.	Postal Service response letters to returned customer questionnaires	05/26/2011
21.	Analysis of questionnaires	01/20/2011
22.	Community meeting analysis	05/26/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	08/09/2011
24.	Notification of taking proposal and comments under internal consideration	06/07/2011
25.	Postal Service response letters to returned Proposal comments	08/09/2011
26.	Proposal Analysis of comments	08/09/2011
27.	Petition and Postal Service response letter (if appropriate)	03/21/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	06/07/2011
29.	Log of Post Office discontinuance actions	08/09/2011
30.	Certification of record	08/09/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	08/17/2011
32.	Headquarters' acknowledgment of receipt of record	08/30/2011
33.	Vice president, Delivery and Retail, instruction letter	
34.	Instruction letter to postmaster/OIC on posting	
$\overline{}$	Final determination from Headquarters	
36.	Round-date stamped final determination cover sheets	
37.	Postal Bulletin Post Office Change Announcement	

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WITH SHIPE KERRY WOLNY DISTRICT MANAGER SIERRA COASTAL PFC SUBJECT: Authority to Conduct Investigation I request your authorization to investigate a possible change in postal services for the office in the 29 congressional district. Post Office Name: **GLENOAKS** Zip+4 Code: 91504-9998 EAS Level; 0 Finance Number: 051026 County: LOS ANGELES Proposed Admin Office: BURBANK

Near Office Name: BURBANK Near Miles Away: 2.3 Number of Customers: Post Office Box: 416 416 Total Customers: Yes NO ZIP Code ZIP Code Change: Yes NO ... Maintain Town Name:

ADMIN Miles Away:

1.4

02/04/2011

DATE

(Please check below the rational for this study. You can check more than one box.) Emergency Suspension Office Workload Insufficient Customer Demand Ressonable Alternate Access Special Circumstances

RICK WEST Manager, Post Office Operations Approval to Study for Discontinuance:

KERRY WOLNY DISTRICT MANAGER SIERRA COASTAL PFC

cc: Area Manager, Public Affairs and Communication



Dockect 1364982

		NOTICE OF POST O	FFICE EMERGE	NCY SUSPENSION		
Office						
ame: GLEN ea: PACII ongressional D			Distric	E SIERRA COAST	AL PFC Zip	Code: 91504
AS Grade:	District: 29th		Count	r: LOS ANGELES Finance Nu	mber: 0510	26
at Office:		Classified Station	and the same	Classified Branch		сро
here was	no Emergeno	y Suspension for	this office			
epared by:	Janis Buonar	ati			Date:	05/08/2013
le:	SIERRA CO	ASTAL PFC Post Office I	Review Coordinal	or		
ele No:	(661) 775-87	49			Fax No:	(661) 775-7188



			NOT	CE TO CUSTOMER	IS/DISTRIC	T PERSO	NNEL OF SUSPENSIO	N		
. Office	L									
ame: rea:	GLENOA					District:	State: CA SIERRA COASTAL I	PFC Zip	Code: 9	1504
ongres AS Gra	sional Distr	ict:	29th			County:	LOS ANGELES Finance Number	r. 0510	26	
				Classified Station			Classified Branch			
ost Offi	æ.	lumber 1		Classified Station	انحط		Gassiled Glanch	had	CPO	da
ere wa	s no Emer	gency	Suspens	on for this office						
repare	d by:	Janis	Buonara	1				Date:	0	5/98/2013
le:		SIER	RA COAS	STAL PFC Post Office	e Review C	oordinator			_	
ele No	:	(661)	775-674)				ax No:	(661) 775-7188

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· Alternate access points include nearby

(1) WELLS FARGO BANK #9927M (Stamp Sales 0.3), (2) WELLS FARGO BANK #9916N (Stamp Sales 0.4), (3) RALPHS #712 (Stamp Sales 0.4), (4) CVS #9601 (Stamp Sales 0.5), (5) HENRY'S MARKETS #164 (Stamp Sales 0.5), (6) STAPLES #1347 (Stamp Sales 0.5), (7) COSTCO BURBANK (Stamp Sales 0.6), (8) WELLS FARGO BANK #0933A (Stamp Sales 0.6) and (9) OFFICE DEPOT (Shipping Store 0.6).





02/04/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the GLENOAKS Post Office, 91504 - 9998, located in LOS ANGELES County. Please search your records for any recent reports of mail theft or vandalism in the area.

Thank you for your assistance in this matter

JANIS BUONARATI
Post Office Review Coordinator
SIERRA COASTAL PFC

NBR records of mail theft or vandalism: 203

Comments/Findings:

cc: Official Record

Docket: 1364982 - 91504 Item Nbr: 6 Page Nbr: 1



Discontinuance Feasibility Study Survey

. Retail Facility Name: Sienoaks Station 2. State and ZIP + 4 Code®: CA 91504-9998				
3. Facility Information				
 a. Provide specific information about the facility, including structural d restrooms, and security issues. Include facility servicing documentation 	efects, safety hazards, la in for all structural defect	ck of running water or s and safety hazards.		
NA				
b. Is the facility accessible to persons with disabilities?	¥ YES	NO NO		
4. Community Information		ذريحه بالناهات		
a. Local government provided by: Gity of Brutbank				
b. Police protection provided by: Gity of Burbank				
c. Fire protection provided by: City of Surbank				
d. is the retail facility a state or national historic landmark?	YES YES	⋈ NO		
e. Are there special historic events related to the community?	YES YES	∠ NO		
If answer to 4e is "Yes," explain:				
NA .				
f. Describe the geographic and economic makeup of the community (reinformation on population and business activity trends.	tirees, commuters, farme	ers, etc.). Provide		
Retirees, self employed, commuters, students				
g. Provide the names of schools in the service area.				
Many schools, and churches in the Burbank area.				
h. Provide the names of religious institutions in the service area.				
i. Provide the names of organizations in the service area, including nor	profit organizations.			
j. Provide the names of businesses in the service area, including small	and home-based busines	1808.		
Many businesses in the Burbank area				

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5. Retail Information		بحابيها لأقاع
a. Does the facility have an APC?	YES	₩ NO
b. Does the facility have a DDU drop?	YES YES	₩ NO
c. Does the facility have a FedEx drop box?	YES	NO NO
d. is the facility a Postal Onel site?	YES	MO NO
If the facility is a non-Postel Onel site, attach a copy of PS Form 25, Trust Fund Account Imprint Mailings, for current permit mailers.	, and PS Form 3609,	Record or Permit
6. Delivery Information		
a. Number of customers who receive duplicate delivery service: 0		
b. Approximate time of day the carriers begin delivery to the community:		
c. Describe how the mail is received and dispatched.		
d. Approximate number of CBUs to be installed: 0		
d. List potential CBU/parcel locker sites and their distance from the facility.		
NA .		
7. Administrative Office Information	والمراجعين أرابا	جدامهم لالمدخ
a. Facility Name: Burbank Post Office	b. State and ZIP + 4 CA 91505-9998	Code®:
c. Number of miles from the facility under study: 1.4		
8. Nearest Office Information	في المستقل ال	بالنايا حمادا بالبرط
a. Facility Name: Burbank Post Office	b. State and ZIP + 4 CA 91505-9998	Code®:
c. Number of miles from the facility under study: 2.3		
9. Other Information	ة و و و الإنساس ا	يكانووو الالاو
a. Do Postal Service employees offer assistance to senior citizens?	YES	NO NO
b. Do Postal Service employees offer assistance to handicapped citizens?	YES	NO NO
c. If the answer to 9a or 9b is "Yes," what provisions can be made for these service	es if the facility is dis	scontinued?
 d. List the non-postal services provided by the facility. Include Items such as publicommunity meeting location, voting place, and government form distribution center. 	c bulletin board, sci er.	nool bus stop,
e. If mail theft or vandalism has been reported to the Postmaster/OIC, describe the	situation reported.	
No		
10. Photos of Facility		د تا یا تنه را این ب
Provide digital photos of the facility. Include photos of front, back, full property view, and	additional structures of	on the property.
PREPARED BY:		
Printed Name: Janis Buonarati	Title: PO Discontinuance (Coordinator
Signature:	Date: 05/08/2013	

PS Form 4920, July 2011 (Page 2 of 2)

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USPS Handbook PO-101 NEPA Checklist

Per USPS Handbook PO-101, all Post Office, Classified Station, or Classified Branch closings must include an 'Official Record' compiled and managed by the USPS Discontinuance Coordinator (DC). This Checklist and any subsequent, related documentation or memorandum is to be kept as part of the Official Record.

The National Environmental Policy Act (NEPA) requires USPS to consider potential environmental impacts of certain actions, including facility closings. See 39 CFR Part 775.

See the reverse side of this form for further guidance on individual assessment items.

Project Name and Description: Glenoaks Station		
Address (street, city, state, zip code); 1634 N SAN FERNANDO BLVD BU	RBANK, CA 91504-9998	
Site Size (sq. ft. or acres): 12759	Building Size (in sq. ft.): 5346	

To the best of your knowledge, does this closing impact any of the following items? (Check one)

1.	Coastal area	No
2.	Historic, cultural, or archaeological resources (approx. bldg. age: 77)	No
3.	Traffic	No
4.	Adverse impact to natural resources (e.g air, water, soil) - DESCRIBE:	No
5.	Is the proposed action listed as a Categorical Exclusion in 39 CFR, Part 775? Likely 'yes' as action falls under closure of Post Offices under 39 U.S.C 404(b).	Yes
6.	If the action is Categorically Excluded, are there any other extraordinary environmental circumstances? If you, describe:	No

JANIS BUONARATI	05/08/2013
Coordinator	Date
RICK WEST	05/08/2013
MPOO	Date

For technical questions concerning the application of a Categorical Exclusion or should it be unclear if an item below has an environmental impact, contact charlotte.parrish@usps.gov prior to finalizing the form.

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APPENDIX B

USPS Handbook PO-101 NEPA Checklist

Additional Assessment Item Guidance for the subject site and any adjacent surroundings:

- 1. Coastal area There is a law called the 'Coastal Zone Management Act' (CZMA) which concerns property actions if they are in such a zone. Indicators of such zone likelihood would be proximity to a major water body, not necessarily ocean or bay. For example, the Gowarus Canal in Brooklyn, NY has some CZMA requirements as it eventually feeds into the Atlantic Ocean. Many of the coastal designations ultimately feed into a coastal water body. But this observation would not include water bodies such as small streams, small lakes or ponds.
- 2. Historic, cultural or archaeological resources Buildings over 50 years old can be considered for formal historic designation. There is a spot for noting building age on the form. There may be other circumstances you are aware of e.g., formal historic designation, local interest in making the site historic, certainty that the site is in an official historic district. You also need to consider any art resources under this item such as murals, freecos or other permanently affixed postal items of historic or artistic value.
- 3. Traffic This consideration has to be isolated for the closure only, not for any other location impacted by the closure (that is a separate process). So, an example might be if a closed facility also provided access to some other area and now that access will not be maintained or as easily used. General traffic considerations relate to noise and air quality impacts, but that is not typically for closures.
- 4. Adverse impact to natural resources (e.g. air, water, soil) Look for obvious concerns such as an ongoing remediation at the site. USPS still has obligations to comply even if the facility is not operational, but vacancy could impact progress and efficiency of such a clean-up. Explain very briefly, but contact charlotte parrish@usps.gov for further guidance before finalizing the form.

Glenoaks Station Discontinuance Financial Summary								
	Investment Facilities							
	Existing Proposed Total Cost							
Construction/Rennovation	\$0	\$0	\$0					

	Ex	isting & Proposed Fac	dities	
	Existing	Proposed	1st YR Operating Saving	10 YR Operating Saving
Building Maintenance	\$ 15,257	\$0	\$ 15,257	\$ 152,570
Utilities	\$ 12,889	\$0	\$ 12,889	\$ 128,890
Transportation	\$ 6,769	\$0	\$ 6,769	\$ 67,690
EAS Craft & Labor	\$ 39,112	\$0	\$ 39,112	\$ 391,120
Contracts	\$0	\$0	\$ 0	\$0
Rent	\$.0	\$0	\$0	\$ 0
		Total	\$ 74,027	
	First	Full Year Savings	\$74,027	
			POD 10YR NPV	\$ 740,270



. Office					
	OAKS STATION		State: CA		ode: 91504
ea: PACIF		District:	SIERRA COASTAL I	PFC	
ongressional Di AS Grade:	strict: 29 0	County:	LOS ANGELES Finance Number	. 051026	
AS Grade:				. 031020	
ost Office:	Classified Station	1	Classified Branch		СРО
2 8 60	and the second s		100 10 10		
s form is a pla	ce holder for number 9. And the verification of	new service t	pe is complete.		
repared by:	Janis Buonarati		ä	Date:	07/15/2013
		0 - 1 - 1		Jale.	07113/2013
le:	SIERRA COASTAL PFC Post Office Revie	ew Coordinato			
ele No:	(661) 775-6749			Fax No:	(661) 775-7188

As the Coordinator, what are you recommending as the next course of action for GLENOAKS STATION? You can click \underline{HERE} to review all the documents completed so far.

I want to:		
CLOSE:	CONSOLIDATE:	Stop Study:
and		
Continue to P	Provide ·	
service by		
City Delivery		
submit		
Return to I	Flow	



03/21/2011

Postal Customer BURBANK, CA 91504

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Glenoaks Station into the Burbank Post Office.

The office is being studied due to

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by small and text messaging. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them — online, on their smart phones, and at the stores they frequent.

If a decision is ultimately made to discontinue the Glenoaks Station and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Burbank Post Office. The Burbank Post Office is 1.4 miles away and has retail hours from 900 to 1830 Monday through Friday and 900 to 1500 on Saturday.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the www.usps.com-website; stamp consignment locations, and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed, postage-paid envelope provided. Your responses along with others received will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than April 10, 2011.

A community meeting will be held to explain the process and to address community concerns. Postal representatives will be at the 1634 San Fernando, Burbank, CA on 05/30/2011 from 12:30 p.m. to 1:30 p.m. to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Glenoaks Station or mailed to:

District Discontinuance Coordinator SIERRA COASTAL PFC 28201 Franklin Parkway Santa Clarita CA, 91383-9998

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Janis Buonarati, District Discontinuance Coordinator Contact at (681) 775-6749.

Sincerely,

Rick West Manager, Post Office Operations

Enclosures:
Customer Survey/Pre-addressed postage-paid envelope
Summary of Postal Service Retail Facility Change Regulations



05/02/11

OIC/POSTMASTER

SUBJECT: GLENOAKS Post Office

Enclosed are questionnaires addressed to customers of the GLENOAKS Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 05/30/2011 for further review.

Janis Buonarati Post Office Review Coordinator Enclosures Docket: 1364982 - 91504 Item Nor; 10 Page Nor;



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Glenoaks Station. Please take a few minutes to complete this survey and return it no later than 04/10/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1.	Doy	you visit the Glenoaks Station for personal reasons, business-r	elated reaso	ons, or both?		
-	Pers	onal reasons Business-related reasons		-	Both	
2.	Plea	se check the appropriate box to indicate whether you use the	Glenoaks St	tation for each	of the following:	
	Pos	tal Services	Daily	Weekly	Monthly	Never
	a.	Buying Stamps	-	-	44.5	
	b.	Mailing Letters	1			
	C.	Mailing Parcels		and.		-
	d.	Pick up Post Office box mail	-		44.70	
	e.	Pick up general delivery mail	la c	44		
	f.	Buying money orders	in m	1000	-	
	g.	Obtaining special services, Including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation				(David)
	h.	Sending Express Mail	-		-5	-
	i.	Sending Priority Mail	light.	-	المحا	20
	j.	Carrier pickup	15.5			
	k.	Buying stamp-collecting material	and a		200	
	I.	Entering permit or bulk mailings		-		
	m.	Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	in a		Gassi	-
	n.	School bus stop			land.	
	0,	Assisting senior citizens, persons with disabilities, etc.	-			-
	p.	Public bulletin board	-	-	ins.	-
	q.	Community gathering place				40.
	r.	Other				

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3.	Do you ever use any of the following alternative methods to conduct business with the Po	estal Service?	
	Post Office in vicinity of where you work or shop	YES	NO
	usps.com website	YES	NO NO
	Stamps by Mail	YES	NO
	Stamps by Phone	YES	NO
	Stamps Online	YES	NO NO
	Click-N-Ship	YES	NO NO
	Buy stamps or mail packages at grocery or other retail store	YES	NO WA
4.	Do you currently use local businesses in the community?		
	Yes No		
5.	If you answered "yes" in Question 4, would you continue to use these businesses if the	e Glenoaks Station is d	liscontinued?
	Yes No.		
6.	Do you currently use businesses in nearby communities?		
	Yes No		
7.	Do you have a means of transportation available to get to another Post Office in the v	icinity?	
	Yes No		
8.	How do you currently receive your mail?		
	Carrier PO Box Other		
Ad	ditional Comments:		
Na	me: Address:		
Cit	y, State Zip:		
-			

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Community Meeting Roster

Postal Service Representative (Vikki Noblitt, MPOO Shawn White A/PM	Names and Titles):		Date: 05/30/2011 Time 12:30 p.m
Total Number of Customers Pre	sent: 2	Place: 1634 San Fer	nando, Burbank, CA
public inspection.	in an administrative record that,	if discontinuance goes forw	ard, becomes available for
Names of Customers Present Name	: Mailing Address (optional)	Zip Code	Phone Number
	<u> </u>	·	
		2 (-1	100
Wanted State Control of Control o		No Sign	- 11
		- Sheet u	rth -
		Steet u Signatu	ires
Manager Hard State (1900)		and the same	_
			-
And the second second second			-

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05/12/2011

As the Postal Service manager responsible for all Post Offices In your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

Scheduled Community Meeting

If you would like an opportunity to discuss alternatives with us, a postal representative will be at 1634 San Fernando, Burbank, CA on 05/30/2011 from 12:30 p.m. to 1:30 p.m. to answer questions and provide information about our service.

If you have any questions, you may contact Janis Buonarati at (661) 775-6749.

Thank you for your assistance.

Sincerely,

RICK WEST Manager, Post Office Operations Docket: 1364982 - 91504 from Nbr: 13 Page Nbr: 1

Proposal Checklist

Section I	Responsiveness to Community Pos	tal Needs	
1	Tell what we are doing and why.		
	Is reason for discontinuance justified a	Streems add of balancerob ba	
1/0	If suspended, what type of alternate as	The state of the s	
NA	Hours of service	vice customers are now receiving?	
	Last four fiscal years of revenue and re	wante with	
	Nearest Post Office, office level, miles		
	The state of the s	[2] [2] [2] [2] [2] [2] [2] [2] [2] [2]	5T
	Administrative/emanating office — office Questionnaires: Mailed Out.	ze level, miles away, nours of service	B.
	Community meeting. Date Set. Advantages and disadvantages of prop		
	Autoritages and disadvantages of prop	osed atternate service.	
Section II	Effect on the Community		
	Brief background of area, community g	overnment, police, fire, etc.	
	Number of businesses, social organiza	tions, schools, etc.	
	Did the Post Office provide assistance	to senior citizens, persons with disal	bilities, etc.?
	What is the historical value of the office		
	is an address change necessary?		
	Will the community identity be preserved	sd?	
Section III	Effect on Employees		
	Paragraph explaining about postmaster the office. If a postmaster or other emp	r vacancy/OIC/other career and non- loyees are reassigned this must be	career employees of explained.
Section IV	Economic Savings		
~	Ten Year savings as follows:		
	Total ten year savings		\$740 270
	Cost of relocation		\$ 740,270
Section V	Other Factors		
	The Postal Service has identified no oti	ner factors for consideration (if appro	opriate).
Section VI	Summary		
	The proposal must include a brief summecessary and an assessment of how to negative factors. In taking competing or degree of effective and regular service	hose factors supporting the need for ensiderations into account, the need	change outweigh any
Section VII	Notices		
	Appropriate notice is made that this is a determination is made to discontinue th at that time.		
Checklist Completed By:	<u></u>		
	BuonARATI	8-9-11	
Investigative Coordinator		Date	
Deviaural and Control Dev		2	
Tenis L. But	nagari	8-9-11	
District PO Review Coordinate		Date	
DISTURNING L'O LICAIGIA POOLIGIUSTO		Daic	



08/09/2011

SENIOR VICE PRESIDENT GOVERNMENT RELATIONS AND PUBLIC POLICY 475 L'ENFANT PLAZA SW RM 10804 WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close the GLENOAKS Post Office Docket No. 1364982

This is to advise you that on 06/09/2011, I will post for public comment a proposal to close the GLENOAKS Post Office in LOS ANGELES, Congressional District No. 29th.

If you have any questions, please call JANIS BUONARATI District Review Coordinator at (661) 775-6749.

KERRY WOLNY District Manager SIERRA COASTAL PFC District

cc: Manager, Customer Service Operations Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920 Proposal



06/07/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of GLENOAKS Proposal Docket No. 1364982 - 91504

Please post the enclosed proposal to close the GLENOAKS Post Office in the lobby. The proposal must be posted in a preminent place from 06/09/2011 through close of business on 08/10/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request,

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Gulde to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (661) 775-6749.

JANIS BUONARATI Post Office Review Coordinator SIERRA COASTAL PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

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Date of Posting: 08/09/2011

Date of Removal: 08/10/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE GLENOAKS, CA STATION AND CONTINUE TO PROVIDE SERVICE BY CITY DELIVERY

To the customers of the Glenoaks Station:

The Postal Service is considering the closure of the Glenoaks Station for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/09/2011 through 08/10/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glenoaks Station and Burbank-Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JANIS BUONARATI 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

For more information, you may call JANIS BUONARATI at (661) 775-6749 or write to the above address.

Thank you for your assistance.

RICK WEST 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998 Date of Posting: 06/09/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE GLENOAKS, CA STATION
AND CONTINUE TO PROVIDE
SERVICE BY CITY DELIVERY

Date of Removal 98(19/2011

To the customers of the Glenoaks Station:

The Postal Service is considering the close of the Glenoaks Station for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/09/2011 through 08/10/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glenoaks Station and Burbank Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JANIS BUONARATI 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-8998

For more information, you may call JANIS BUONARATI at (661) 775-6749 or write to the above address.

Thank you for your assistance.

VIKKI NOBLITT 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

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Date of Posting: 06/09/2011

Date of Removal: 08/10/2011

PROPOSAL TO CLOSE THE GLENOAKS, CA STATION AND CONTINUE TO PROVIDE SERVICE BY CITY DELIVERY

DOCKET NUMBER 1384982 - 91504

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenoaks, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The office is being studied for possible closing or consolidation due to the following reasons;

The Glenoaks Post Office provides retail service from 09:00 - 17:00 Monday through Friday and Closed on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated. The revenue trend is as follows:

FY 08 \$ 1,219,252 FY 09 \$ 976,274 FY 10 \$ 906,510 FY 11 \$ 930,481 FY 12 \$ 877,111.

On or about March 24, 2011, questionnaires were distributed to customers of the Glenoaks Station. Questionnaires were also available over the counter for retail customers at the Glenoaks Station.

On May 30, 2011, representatives from the Postal Service were available at 1634 San Fernando, Burbank, CA from 12:30 p.m. to 1:30 p.m. to answer questions and provide information to customers.

If this proposal is implemented, delivery and retail services will be provided by the Burbank Post Office. Window service hours at the Burbank Post Office are from 900 to 1830, Monday through Friday, and 900 to 1500 on Saturday.

Some advantages of the proposal are:

- Stamps by Mall order forms are provided for customer convenience.
- Customers opting for carrier service will have 24-hour access to their mail.
- Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- Customers opting for carrier service will not have to pay post office box fees. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- 1. The loss of a retail outlet and a manager position in the community. Retail services may be provided by the rural or contract delivery carrier.
- Potential of some to have to travel additional distance.
- A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

II. EFFECT ON COMMUNITY

Glenoaks is an unincorporated community located in Los Angeles County. The community is administered politically by City of Burbank. Police protection is provided by the City of Burbank. Fire protection is provided by the City of Burbank. The community is comprised of Retirees, self employed, commuters, students and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include; Many businesses in the Burbank area. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenoaks Station will be available at the Burbank Post Office. Government forms normally provided by the Post Office will also be available at the Burbank Post Office or by contacting your local government agency.

This Glenoaks Station is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

III. EFFECT ON EMPLOYEES

This unit is a retail annex and all employees are part of another installation and their work schedules will be adjusted to work at the parent facility.

IV. ECONOMIC SAVINGS

Docket: 1364982 - 91504 Irem Nbr: 17 Page Nbr; 3

The Postal Service estimates a ten year savings of \$ 740,270, assuming filling vacant management and craft positions at the median salary range with a breakdown as follows:

Building Maintenance	\$ 152,570
Utilities	\$ 128,890
Transportation	\$ 67,690
EAS Craft & Labor	\$ 391,120
Contracts	\$0
Rent	\$0
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 740,270

V. OTHER FACTORS

The Postal Service has included "Node Study" attached at end of proposal

VI. SUMMARY

The Postal Service is proposing to close the Glenoaks, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The Glenoaks Station provided delivery and retail service to 416 PO Box or general delivery customers and no delivery route customers.

The Postal Service will save an estimated \$ 740,270 over the next ten years.

	06/09/2011
RICK WEST	Date
Manager, Post Office Operations	



Facility Optimization

FSO: Pacific FSO

Area: Pacific Area

Sierra Coastal District

District: **Burbank CA – Glenoaks Station**

Node #: P-09-20 Node:

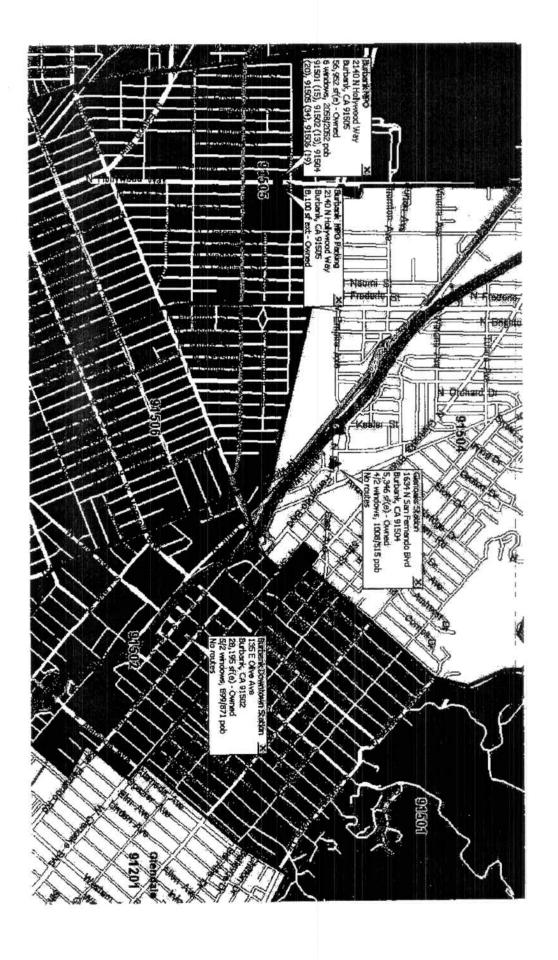
May 8, 2009

Date:



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PAGE 6 136 4982-91504

Node Selection Criteria:

Hot Real Estate Market, Numerous Retail in Radius

3 buildings evaluated

Recommendation:

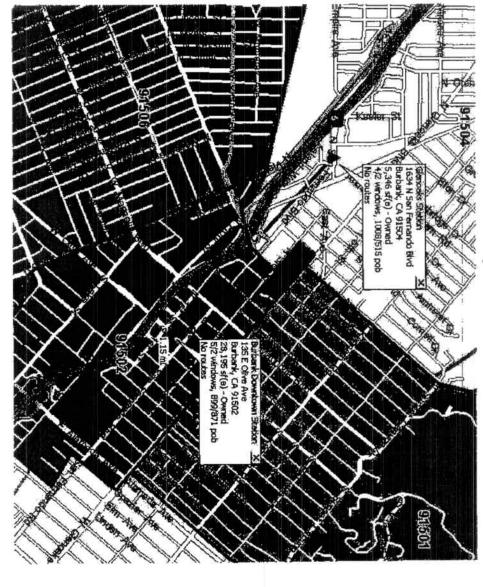
- 2 buildings impacted
- 1 Owned facility to be vacated and placed on real estate market.
- 1 Owned facility requires capital funds.



Burbank CA – Glenoaks Station

Node #P-09-20

Impacted Facilities





Vacate

Retain

OPTION 1

- Renovate Burbank Downtown Station to accommodate additional post office boxes.
- Transfer retail operations from Glenoaks Station to Downtown Station.
- Dispose owned Glenoaks Station and place on real estate market for sale.



Burbank CA - Glenoaks Station

Node #P-09-20

Facility Impacts

051928-G01	051028-GD2	Finance#/ Sub Loc	Burban	
		Opt	Burbank CA - Glenoaks Station	
Move retail and P.O. Boxes from Glenoaks Station	Vacate and sell building	Option 1		
28,195 (aFMS)	5,346 (eFMS)		Current Writins SF	
0	Đ		# Routes	Curent
899 / 871	1,008/ 515		PO Boxes bretalled Rented	THE
8	4/2		PO Bexes # Counters bretailed installed Rented Barned	
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Yes			Absorb	Existing inventory
			Atsorb	X
			Recall	No
			New CAJ	New Inventory
			New Ret	
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1,524/ 1,385			PO Sexes bustalled/ Remed	PORTO
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28,195 (Owned bldg)	0		Regid SF	
	۰		# Routes	The state of
1,524/ 1,388			PO Boxes Installedi Rented	
O.	0		S Counters	

OPTION 1

- Renovate Burbank Downtown Station to accommodate additional post office boxes.
- Transfer retail operations from Glenoaks Station to Downtown Station.
- Dispose owned Glenoaks Station and place on real estate market for sale.



Burbank CA – Glenoaks Station

Node #P-09-20

Summary of Costs

Action Identification: P-09-20-01

Action: Vacate Glenoaks Station

Facilities Impacted: Glenoaks Station, Downtown Station.

\$74,027	\$1,146,630	TOTAL
	(\$83,258)	Build-Out / L63 Capital
	\$1,229,888	Broker's Opinion of Value
\$0		Lease Savings
\$39,112		EAS/Craft Labor
\$0		Carrier Labor
\$0		Carrier Route Trans
\$15,257		Maintenance Labor
\$6,769		Interstation
\$12,889		Utilities
Annual	One-Time	
ings	Cost / Savings	Option 1
]

10-Year NPV: \$1,553,192

Build-Out/L63/L61 Capital:

\$83,258 build out cost for Downtown Station to accommodate Glenoaks Station retail operations.





Burbank CA - Glenoaks Station Node #P-09-20

Implementation Schedule

PACIFIC FSO NODE STUDY: Burbank - Glenoaks Station
Funding Approval
Place Property on Market
Renovska Existing Postal Space
Articipated Sale of Property
Move Operations to Alternate Space

Opt	ion 1						
Action	Area	Area District					
Renovate Burbank Downtown Station to accommodate additional post office	PFSO	Sierra	Sep-09	Nov-09			
Transfer retail operations from Glenoaks Station to Downtown Station.		Sierra Coastal			Sep-09		Oct-09
Dispose owned Gienoaks Station and place on real estate market for sale.	PPSO					FY2010	

四點用級配

Burbank CA – Glenoaks Station Node #P-09-20

Concept Approvals

OPTION 5

Renovate Burbank Downtown Station to accommodate additional post office boxes.

Transfer retail operations from Glenoaks Station to Downtown Station
Dispose owned Glenoaks Station and place on real estate market for sale.

DM Signature indicates concept concurrence

Date: 5-21-05

Date: 5-21-05

Phis Optimization Study Meets the Criteria for Approval

Phis Optimization Study Meets the Criteria for Approval

Date: 5-73-05

ANP Signature: Date: 5-73-05

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the GLENOAKS Post Office.

 Effect on Your Community. Please describe any favorable or unfavorable effects the you believe the proposal would have on your community. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. Name of Postal Customer Mailing Address		ate, and ZIP Code		
you believe the proposal would have on your community. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.	Mailing	Address		
you believe the proposal would have on your community. Other Comments. Please provide any other views or information that you believe the	Name of	f Postal Customer	Signature of Postal Customer	
	, a. (1).	Postal Service should consider in deciding	whether to adopt the proposal.	е
	2.			at
believe the proposal would have on the regularity or effectiveness of your postal services.				ices.



06/07/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/10/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

JANIS BUONARATI Post Office Review Coordinator 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998



Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps	Г	Γ,	t	
b.	Mailing Letters	Γ	P	Г	Г
C.	Mailing Parcels	_	Г	1	
d.	Pick up Post Office box mail	Γ	F	Γ	_
e.	Pick up general delivery mail	Γ	Γ	Г	Γ
f.	Buying money orders	Г	Γ	to	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	Γ	Γ	P
h,	Sending Express Mail	Г	Г	#	Γ
i.	Buying stamp-collecting material	г	Γ	г	F
Ot	her Postal Services				
a.	Entering permit mailings	r YES	12 NO		
b.	Resetting/using postage meter	r YES	IT NO		
No	inpostal Services				
a.	Other	r YES	NO		
	If yes, please explain:		1		
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	If yes, please explain:				
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Γ	Personal needs 7 1
Γ	Banking / /
Г	Employment RETISES
Г	Social needs /J
If yes, would you	use local businesses in the community? Post No Local continue to use them if the Post Office is discontinued?
	LIAM F Schrec
Address: Po	BOX 3461
Telephone: 8	18 842 0620
Date: 5-	6-11
Please add any add	ditional comments below. Thank you for taking the time to complete this

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Po	stal Services	Daily	Weekly	Month	ly Never
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C.	Mailing Parcels	Γ	K	Г	
d.	Pick up Post Office box mail	K	Γ΄	Г	
e.	Pick up general delivery mail	5	Г	Г	Γ
f.	Buying money orders	Γ	Г	Г	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Γ	г	Г
h.	Sending Express Mail	Γ	Г	Г	_
i.	Buying stamp-collecting material	г	Γ	г	Г
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a.	Entering permit mailings	r YES	F NO		
b.	Resetting/using postage meter	r YES	F NO		
No	npostal Services				
a.	Other	r YES	r NO		
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Po	ostal Services	Daily	Weekly	Monthl	y Never
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C.	Mailing Parcels	/	Γ	Г	Г
d.	Pick up Post Office box mail	N	Γ	Г	< F
e.	Pick up general delivery mail	_	Γ	П	r/
f,	Buying money orders	Γ	_	Г	N
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	Γ	R	Г
h.	Sending Express Mail	Γ-	Г	N	г
i.	Buying stamp-collecting material		Γ	г	√
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b.	Resetting/using postage meter	r YES	F/NO		
No	onpostal Services		/		
a.	Other	r YES	TV NO		
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г /	Banking				
П	Employme	ent			
Γ	Social nee	eds			
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If yes, would	ou continue to use	e them if the Pos	t Office is discontinued	?	
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C.	Mailing Parcels	Γ.	Г	X	Γ
d.	Pick up Post Office box mail	Γ	X	Г	
e.	Pick up general delivery mail	Г	Г	Г	X
f.	Buying money orders	Г	Г	Γ	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Г	X	Г
h.	Sending Express Mail	Γ.	Γ	Г	TX
î.	Buying stamp-collecting material	г	Г	Г	ix
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b.	Resetting/using postage meter	r YES	NO XI		
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1870		r ve	X NO		
	If yes, please explain:	1 11	/ (140		

	rrently received Post Office box service or general delivery service, n. How do you think carrier route delivery service compares to your
	☐ Just as Good ☐ No Opinion ☐ Worse
please explain:	
4. For which of the following the	owing do you leave your community? (Check all that apply.) Where do se services?
r	Shopping
Г	Personal needs
	Banking
×	Employment
r -	Social needs
X Yes	entinue to use them if the Post Office is discontinued?
Address: 824	Birmingtam id. Burbank
Telephone 818	846 9235
Date: 05/0	5/11
Please add any addition questionnaire.	nal comments below. Thank you for taking the time to complete this



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	Г	X	Г	Г
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C.	Mailing Parcels	Γ.	\bowtie		_
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e.	Pick up general delivery mail	Γ	Γ	Γ	150
f.	Buying money orders	_	_	M	П
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	R	Г	г
h.	Sending Express Mail	P	Γ-	JF	Г
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Ot	her Postal Services				
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b.	Resetting/using postage meter	P YES	F NO		
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Po	stal Services	Daily	Weekly	Monthly	Never
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C.	Mailing Parcels		Г	V	Г
d.	Pick up Post Office box mail		TV	г	
e.	Pick up general delivery mail		Г	г	IZ
f.	Buying money orders	_	Г	V	Г
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	г	г	TV
h.	Sending Express Mail	Γ	Г	D	Γ
i.	Buying stamp-collecting material	Γ	Γ	12/	Γ
Ot	her Postal Services				
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No	npostal Services		6		
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	rrently received Post Office n. How do you think carrier i			
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please explain.			The state of the s	

4. For which of the followay you go to obtain the	owing do you leave your con se services?	nmunity	? (Check all that	apply.) Where do
plane.	Shopping			
_	Personal needs			
<u></u>	Banking			
F	Employment			
_	Social needs			
r _{Yes} r	ntinue to use them if the Po			
	N. Prederic			
Telephone: 578	842 0580			
Date: 5 , 7/	1/			
Please add any addition questionnaire	nal comments below. Thank	you for	taking the time	to complete this



Po	stal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps	_	Г	IT	Γ
b.	Mailing Letters	_	1	Γ	_
C.	Mailing Parcels		Г	17/	Γ
d.	Pick up Post Office box mail		I	Γ	Γ
е.	Pick up general delivery mail	_	re	г	- F
f.	Buying money orders	_	Γ	F	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	г	~	Г
h.	Sending Express Mail		Г	1	Γ
i.	Buying stamp-collecting material	г	Γ	г	rV
Ot	her Postal Services				
a.	Entering permit mailings	r YES	F NO		
b.	Resetting/using postage meter	r YES	T NO		
No	npostal Services				
a.	Other	r YES	TV NO		
	If yes, please explain:				
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PE BI	etter	Just as	Good	[-	No Opini	on		Worse
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For which of typu go to obt	the follow ain these	ng do you leave services?	e your comm	unity?	(Check a	ill that ap	oply.)	Where
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If yes, would	ntly use k Yes you conti	Social needs ocal businesses No nue to use then	n if the Post (Office	s discant			

questionnaire.



P	ostal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps			X	
b.	Mailing Letters			Г	X
C.	Mailing Parcels				F
d.	Pick up Post Office box mail		K		
e.	Pick up general delivery mail		F	\sim	
f.	Buying money orders				N/
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	П	П	際	Г
h.	Sending Express Mail				×
i.	Buying stamp-collecting material		П	\Rightarrow	
Of	ther Postal Services				
a.	Entering permit mailings	□ YES	NO NO		
b.	Resetting/using postage meter	T YES	A NO		
No	onpostal Services				
a.	Other	T YES	r× _{NO}		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		F YES	P NO		
	If yes, please explain:				

	Just as Good	No Opinion	Worse
please explain			
1500			
For which of the fo	llowing do you leave your con ese services?	nmunity? (Check all that	apply.) Where d
Г	Shopping		
г	Personal needs		
Γ	Banking		
尺	Employment		
r)x	Social needs		
✓ Yes			,
✓ Yes	No continue to use them if the Po		>
Yes If yes, would you o	No continue to use them if the Po	st Office is discontinued	
Yes If yes, would you on the Yes Yes ame: ALE	No continue to use them if the Po	st Office is discontinued	CO
Yes If yes, would you on the Yes ALE ddress: P. O	No continue to use them if the Po	st Office is discontinued	CO
Yes If yes, would you o X Yes ame: A L ∈	No continue to use them if the Po	st Office is discontinued	CO



Do	estal Services	Daily	Weekly	Monthly	v Never
a.	Buying Stamps	Г	Г	r/	,
b.	Mailing Letters	_	[/	г	Г
C.	Mailing Parcels		Г	T.	_
d.	Pick up Post Office box mail	Г	5/	_	Γ
e.	Pick up general delivery mail ?	_	r	Г	1
f.	Buying money orders	Γ	Γ-	Г	E
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	Γ	r/	r
h.	Sending Express Mail	Γ	Г	Г	TE
i.	Buying stamp-collecting material	г	Γ	г	re/
Ot	her Postal Services				
a.	Entering permit mailings	T YES	TO NO		
b.	Resetting/using postage meter	r YES	NO NO		
No	enpostal Services				
a.	Other	r YES	I NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or f	rom wo	rk, or
		P VES	T NO		
	If yes, please explain: The main office in Burbanhon Olive Ave.	,	, ,,,,	treet	
	00		n Tenar		

If you previously/currently received Post Office box service or general delivery service 3 complete this section. How do you think carrier route delivery service compares to your previous service? Just as Good No Opinion Worse please explain: For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Personal needs Banking Employment Social needs 5. Do you currently use local businesses in the community? TV Yes If yes, would you continue to use them if the Post Office is discontinued? Yes No. Name Address Telephone: Date: Please add any additional comments below. Thank you for taking the time to complete this The n. Hollywood way off a is completely and of the way for me of my alderly blind mother, for whom is one of the man is capens I maintain a P.O. Box of you could transfer my P.O. Box to the Olive Ae office, that would be great; but the n Hollywood Way off a would force me to cancel. Thenhym. See



Po	stal Services	Daily	Weekly	Monti	nly Never
a.	Buying Stamps			K	
b.	Mailing Letters		×		Г
C.	Mailing Parcels			П	K.
d.	Pick up Post Office box mail	×			
e.	Pick up general delivery mail	V	Г		П
f.	Buying money orders			Г	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	П	П		K
h.	Sending Express Mail			Г	120
i.	Buying stamp-collecting material		П		K
Ot	her Postal Services				
a.	Entering permit mailings	T YES	NO NO		
b.	Resetting/using postage meter	□ YES	NO NO		
No	npostal Services				
a.	Other	T YES	× NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	×		from w	ork, or
	If yes, please explain:	YES	NO NO		

	No Opinion	Worse
in I receive may		
following do you leave your con these services?	nmunity? (Check all that	apply.) Where do
Shopping Paraboun	kmall	
Personal needs Zal	pla / CUS - BU	- San Fernande
Banking Frank 3	Aneres Of	ive = 18t
Employment Land	arlea	
Social needs	hant Mour	Tienes.
No scontinue to use them if the Po	st Office is discontinued	?
TOUR WILMS	uda	
Box 5206	-Burba	k-(4 91508)
) 200-5878		
49,2011		
	following do you leave your conthese services? Shopping Paraboua Personal needs Paraboua Banking Paraboua Employment Paraboua Social needs use local businesses in the continue to use them if the Poles No	following do you leave your community? (Check all that these services? Shopping Paubauk would Personal needs Paubauk would Personal needs Paubauk of CVS - 6M Banking Of Banki



Po	estal Services	Daily	Weekly	Month	y Neve
a.	Buying Stamps	Γ		V	
b.	Mailing Letters	TV.	Г	Г	
C.	Mailing Parcels	II/	Г	Г	
d.	Pick up Post Office box mail	T*	, _	Γ	
e.	Pick up general delivery mail	5	Г	Г	
f.	Buying money orders		Г	Γ	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	г	г	г
h.	Sending Express Mail	Γ-	_	Γ	_
į.	Buying stamp-collecting material	Г	Г	г	г
Ot	her Postal Services				
a.	Entering permit mailings	T YES	TYNO		
b.	Resetting/using postage meter	r YES	NO NO		
No	npostal Services	7			
a.	Other	IT YES	L NO		
	If yes, please explain:	***************************************			
Do	you pass another Post Office during business hours wopping, or for personal needs?	vhile travel	ing to or f	rom wo	ork, or
		r YES	TV NO		
	If yes, please explain:				

	etter Just as Good	☐ No Opinion	□ Worse
	TEST A BOOKES SHE STOCKED FROM THE STOCK	No Opinion	y v 01 5 C
please e	xp(dil1)		
4100			
4 For which of you go to obt	the following do you leave your co ain these services?	ommunity? (Check all that	t apply.) Where do
Г	Shopping		
Г	Personal needs		
Γ	Banking		
17	Employment		
	Social needs	ommunity?	
If yes, would			19
If yes, would	Yes No you continue to use them if the P		19
If yes, would	Yes No you continue to use them if the P		
If yes, would Name Ra	Yes No you continue to use them if the P	ost Office is discontinued	



_		D !!	101 - 11		
	ostal Services	Daily			nly Never
a	Buying Stamps			K	5700
b.	Mailing Letters	- [×		, F
C.	Mailing Parcels		×		
d.	Pick up Post Office box mail	$ abla \leftarrow$	> X		
e.	Pick up general delivery mail	X	×	П	
f.	Buying money orders			П	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	×	П	П
h.	Sending Express Mail		X		
i.	Buying stamp-collecting material			R	Г
0	ther Postal Services				
a.	Entering permit mailings	T YES	NO NO		
b.	Resetting/using postage meter	□ YES	NO NO		
N	onpostal Services				
a.	Other	C YES	NO NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or f	rom w	ork, or
		T YES	NO NO		
	If yes, please explain:				

Г Ве	etter	Just as Good	No Opinion	□ Worse
please ex				
For which of to			mmunity? (Check all tha	t apply.) Where d
Vod go to obta		pping		
(V	Per	sonal needs		
(X	Ban	king		
	-			
	Em	ployment		
Lance Control	Sociality use local	ial needs I businesses in the co	mmunity?	
If yes, would	Soc Soc Yes No You continue Yes No	ial needs I businesses in the co	mmunity? est Office is discontinued	17
If yes, would	Soc Soc Yes No You continue Yes No	ial needs I businesses in the co		7
If yes, would	Soc Soc Yes No You continue Yes No	ial needs I businesses in the co		7

questionnaire.



Po	stal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps			I	
b.	Mailing Letters		TE	Г	Γ
C.	Mailing Parcels		П	1-	
d.	Pick up Post Office box mail	12	100		
e.	Pick up general delivery mail		Г		1
f.	Buying money orders			F	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	С	Г		
h.	Sending Express Mail				100
i.	Buying stamp-collecting material	П	П	Е	lan.
Ot	ner Postal Services				
a.	Entering permit mailings	T YES	Ta NO		
b.	Resetting/using postage meter	T YES	TO NO		
No	npostal Services		51.75		
	Other	□ YES	I NO		
	If yes, please explain:	1.15			
	you pass another Post Office during business hours wlopping, or for personal needs?	hile trave	ling to or	from wo	rk, or
		T YES	NO		
	If yes, please explain:				
				s Ju	

	ter Just as Good No Opinion Worse
please exp	Dlain I HAVE AP. U. BOX FOR MY BUSINESS, AND DELIN
	FOR my PRIVATE GORSONAL MAIL.
For which of the	e following do you leave your community? (Check all that apply.) Where do
you go to obtain	n these services?
	Shopping
Г	Personal needs
Г	Banking
TO	Employment
[w	Social needs
5. Do you current	tly use local businesses in the community?
THE	_
1 1	Yes' No
	Yes No ou continue to use them if the Post Office is discontinued?
If yes, would yo	ou continue to use them if the Post Office is discontinued?
If yes, would yo	
If yes, would yo	ou continue to use them if the Post Office is discontinued?
If yes, would yo	ou continue to use them if the Post Office is discontinued? Yes No
If yes, would you	ou continue to use them if the Post Office is discontinued? Yes No BURCH
If yes, would you	ou continue to use them if the Post Office is discontinued? Yes No BURCH
If yes, would you lame. ELZIA	Ou continue to use them if the Post Office is discontinued? Yes No BURCH BOY 3163 BURBANK, OACIF. 91508
If yes, would you would yo	ou continue to use them if the Post Office is discontinued? Yes No BURCH
If yes, would you lame: ELZIA	Ou continue to use them if the Post Office is discontinued? Yes No BUKCH BOY 3163 BUKBANK, OALIF. 91508 8 519-516 2
Vame. ELZIA	Ou continue to use them if the Post Office is discontinued? Yes No BUKCH BOY 3163 BUKBANK, OALIF. 91508 8 519-516 2



Po	stal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps	Г	Γ	14	Γ
b.	Mailing Letters	TV'	Г	Γ	
C.	Mailing Parcels	TV	Γ		Γ
d.	Pick up Post Office box mail	1	Г	Γ	Γ
e.	Pick up general delivery mail	_	Γ	Г	TV
f.	Buying money orders	√√	Г	Г	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	√.	г	Г
h.	Sending Express Mail	Γ	_	Г	TV
i.	Buying stamp-collecting material	Γ	Γ	T/	Γ
Ot	ner Postal Services				
a.	Entering permit mailings	r YES	TV NO		
b.	Resetting/using postage meter	r YES	TV NO		
No	npostal Services				
a.	Other	r YES	IV NO		
	If yes, please explain:				
Do sho	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or t	from wo	ork, or
		r YES	NO NO		
	If yes, please explain:		1.ಬಹ್		

Be	er V Just as Good V No Opinion Wo	se
please ex	ain:	
Exce	T MY MAIN DELIVERED BY CARRIER, RECEIVED ?	15
	ICHBORS BOXES, NOT GITCH TO ME FOR DRYS!	
4. For which of t	e following do you leave your community? (Check all that apply.) When these services?	re do
700 go to 000	Shopping	
Γ	Personal needs	
Г	Banking	
Г	Employment	
г	Social needs	
rc/	Con Control of the Co	
If yes, would	res No ou continue to use them if the Post Office is discontinued? Yes No I'M SI YES OF AGE, WHEREELSE CO	SÍD.
if yes, would	THE STATE OF AGE, WHEREELSE CO	
If yes, would	THE STATE OF AGE, WHERE ELSE CO	
If yes, would	THE STON AVE THE BURBANK CA	
If yes, would	THE STATE OF AGE, WHERE ELSE CO	



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps		Г	Г	Г
b.	Mailing Letters	×	Γ	Γ	
C.	Mailing Parcels	×	Г	Γ	
d.	Pick up Post Office box mail		Г	Г	Γ
e.	Pick up general delivery mail	Г	Г	Γ	Г
f.	Buying money orders	_	Г	Γ	Г
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	X	Г	г	Г
h.	Sending Express Mail		Г	Г	Γ
i.	Buying stamp-collecting material	г	г	г	Г
Ot	her Postal Services				
a.	Entering permit mailings	r YES	× NO		
b.	Resetting/using postage meter	r YES	× NO		
No	npostal Services				
a.	Other	r YES	L NO		
	If yes, please explain:	-			
	you pass another Post Office during business hours working, or for personal needs? If yes, please explain:	hile trave	1	from w	ork, or

16 69772	Just as Good	No Opinion	Worse
		the surprise of	7.0.0
please expl	diii.	(400) (40)	
For which of the	following do you leave your co	mmunity? (Check all that	apply.) Where o
you go to obtain	these services? Shopping		
_	Personal needs		
r	Banking		
Г	Employment		
-	Social needs		
	Gostal Hoods		
. Do you currently	y use local businesses in the ci	ommunity?	
as you contain		arritracity (
FV	no No		
	es No	ost Office is discontinued	,
If yes, would yo	u continue to use them if the P	ost Office is discontinued	,
If yes, would yo		ost Office is discontinued	
If yes, would yo	u continue to use them if the P	ost Office is discontinued	,
If yes, would yo	u continue to use them if the P	ost Office is discontinued	
If yes, would yo	u continue to use them if the P	ost Office is discontinued	?
If yes, would yo	u continue to use them if the P	ost Office is discontinued	,
If yes, would yo	u continue to use them if the P	ost Office is discontinued	
If yes, would yo	u continue to use them if the P	ost Office is discontinued	
If yes, would yo	u continue to use them if the P	ost Office is discontinued	



	Po	stal Services	Daily	Weekly	Month	ly Never	
	a.	Buying Stamps	Γ	100	Г	Γ	
	b.	Mailing Letters	×	_	Γ	Γ	
	C.	Mailing Parcels	Г	4	Г	Γ	
	d.	Pick up Post Office box mail	Mr.		Г	Γ	
	e.	Pick up general delivery mail	Γ	_	×	Г	
	f.	Buying money orders	Г		Г	其	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	Г	X	Г	
	h.	Sending Express Mail	_		×	_	
	i.	Buying stamp-collecting material	Г	Г	Г	×	
	Ot	her Postal Services					
	a,	Entering permit mailings	r YES	× NO			
	b.	Resetting/using postage meter	r YES	X NO			
	No	npostal Services					
	а.	Other	r YES	NO.			
		If yes, please explain:					
2.		you pass another Post Office during business hours wopping, or for personal needs?	hile trave	- 0	from wo	ork, or	
		If yes, please explain:		, NO			

В	etter Just as Good	No Opinion	Worse
please ex		-1	
4. For which of t	the following do you leave your cor ain these services?	mmunity? (Check all that	apply.) Where do
you go to obta	Shopping		
De	Personal needs		
Г	Banking		
- F- C	Employment		
-			
	ntly use local businesses in the co	ommunity?	
If yes, would	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued	?
If yes, would	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued	?
If yes, would	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued	N & 9/503
If yes, would Name:	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued	?



Po	estal Services	Daily	Weekly	Month	y Never
a.	Buying Stamps	Г	Γ	V	
b.	Mailing Letters	Γ		Г	_
C.	Mailing Parcels		I	Г	
d.	Pick up Post Office box mail	R	Г	Г	
e.	Pick up general delivery mail		5	Γ	Γ
f.	Buying money orders	_	Г	6	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	_	Г	~	_
h.	Sending Express Mail	_	Г	Г	1
i.	Buying stamp-collecting material	г	Г	г	~
Ot	her Postal Services				
a.	Entering permit mailings	r YES	NO		
b.	Resetting/using postage meter	r YES	NO		
No	onpostal Services				
a.	Other	r YES	NO NO		
	If yes, please explain;				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		r YES	NO		
	If yes, please explain:	1 600			
					4

	Better	Just as Good No Opinion Wo	rse
		3031 43 5000	00
piease	explain:		
		owing do you leave your community? (Check all that apply.) Whense services?	are do
T/	Juliani (IIG.	Shopping	
n /	ú	Personal needs	
-			-
V		Banking	
V	-9	Employment	
		Social needs	
1			
Do you cur	rently us	e local businesses in the community?	
Do you cur	/		
V	Yes	No	
V	Yes		
If yes, woul	Yes od you co	No portinue to use them if the Post Office is discontinued?	
If yes, woul	Yes	No portinue to use them if the Post Office is discontinued?	
If yes, woul	Yes od you co	No portinue to use them if the Post Office is discontinued?	
If yes, woul	Yes od you co	No portinue to use them if the Post Office is discontinued?	
If yes, would	Yes V	No portinue to use them if the Post Office is discontinued?	
If yes, woul	Yes V	No portinue to use them if the Post Office is discontinued?	
if yes, would	Yes V	No portinue to use them if the Post Office is discontinued?	
if yes, would	Yes V	No portinue to use them if the Post Office is discontinued?	
if yes, would not be the second of the secon	Yes V	No portinue to use them if the Post Office is discontinued?	
if yes, would	Yes V	No portinue to use them if the Post Office is discontinued?	
if yes, would not be the second of the secon	Yes V	No portinue to use them if the Post Office is discontinued? No	
if yes, would not	Yes V	No portinue to use them if the Post Office is discontinued?	
if yes, would not be the second of the secon	Yes V	No portinue to use them if the Post Office is discontinued? No	
if yes, would not	Yes d you co	No portinue to use them if the Post Office is discontinued? No	thic
If yes, would me: dress. ephone:	Yes d you co	No portinue to use them if the Post Office is discontinued? No	this
If yes, would have a see add any estionnaire.	Yes Ves Ves Ves Ves Ves Ves Ves Ves Ves V	No Intinue to use them if the Post Office is discontinued? No No Thank you for taking the time to complete	
If yes, would have a see add any stionnaire.	Yes Ves Ves Ves Ves Ves Ves Ves Ves Ves V	No portinue to use them if the Post Office is discontinued? No	



Р	ostal Services	Daily	Weekly	Month	y Never
a.	Buying Stamps				П
b.	Mailing Letters				Г
C.	Mailing Parcels				
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail		_		ID
f.	Buying money orders				I
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	П	П	12
h.	Sending Express Mail				1
i.	Buying stamp-collecting material		п	г	rt
O	ther Postal Services				
a.	Entering permit mailings	YES	K NO		
b.	Resetting/using postage meter	T YES	K NO		
No	onpostal Services				
a.	Other	T YES	KNO		
	If yes, please explain:	4 5	8		
	you pass another Post Office during business hours woopping, or for personal needs?	hile travel	ing to or t	from wo	rk, or
		T YES	F NO		
	If yes, please explain:	- 1			

-	F2 - 14	Г	Just as G	No. of Street	Z.	No Opinion	1	Worse	
- American	Better		Just as G	2000		vo Opinion		vvorse	
please	e explain.	_							_
-									
or which	of the follo	wing de e servic	you leave	your con	nmunity?	Check all th	at apply.)	vvnere d	0
20 90 to	00101111100	Shoppi							
			al needs						
	7								-
		Bankin			-				
		Employ	ment						
		Social	needs						
yes, wo	Yes Yes Yes Yes	No tinue to				s discontinue	ed?		
yes, wo	Yes Ves Yes	No tinue to No	use them	if the Po	est Office is		ed?		
yes, wo	Yes Ves Yes	No No No	use them	if the Po	est Office is			9150	4
yes, wo	Yes Ves Ves Ves Ves Ves Ves Ves Ves Ves V	No No No	use them	if the Po	est Office is	4		9150	4
yes, wo	Yes Ves Ves Ves Ves Ves Ves Ves Ves Ves V	No No No	use them	if the Po	est Office is	4		9150	4



Po	stal Services	Daily	Weekly	Month	y Never
a.	Buying Stamps	Г	Γ	K	,
b.	Mailing Letters	г	TXI	Г	_
C.	Mailing Parcels	_	_	X	г
d.	Pick up Post Office box mail	×	Г		Г
e.	Pick up general delivery mail	X	Г	Г	г
f.	Buying money orders	_	г	Г	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	г	150	Г
h.	Sending Express Mail	_	Г	X	Γ-
Ĺ,	Buying stamp-collecting material	Г	Γ	Г	×
Otl	ner Postal Services				
a.	Entering permit mailings	T YES	NO		
b.	Resetting/using postage meter		NO		
No	npostal Services		1		
a.	Other	r YES	ON O		
	If yes, please explain:	<u> </u>			
	you pass another Post Office during business hours worpping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		r YES	W NO		
	If yes, please explain:				

Bett	Just as Good No Opinion Worse
please exp	
production.	
. For which of the	ollowing do you leave your community? (Check all that apply.) Where d
you go to obtain	
X	Shopping
T	Personal needs
X	Banking
X	Employment
5/	
	Social needs use local businesses in the community?
If yes, would yo	
If yes, would yo	use local businesses in the community? No continue to use them if the Post Office is discontinued?
If yes, would yo	use local businesses in the community? No continue to use them if the Post Office is discontinued?
If yes, would you	use local businesses in the community? No continue to use them if the Post Office is discontinued? No No



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	Г	Γ	Г	V
b.	Mailing Letters	Г	_	Г	P
C.	Mailing Parcels	Г		Г	P
d.	Pick up Post Office box mail	_	Γ	Г	P
e.	Pick up general delivery mail	Γ	Г	Г	4,
f.	Buying money orders	Г	Γ.	Γ	P
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	г	г	d
h.	Sending Express Mail	Г	Г	Г	T
i.	Buying stamp-collecting material	г	Γ	г	p/
Ot	her Postal Services				
а.	Entering permit mailings	r YES	NO NO		
b.	Resetting/using postage meter	r YES	F NO		
No	npostal Services				
a.	Other	r YES	NO		
	If yes, please explain:				
Do sho	you pass another Post Office during business hours working, or for personal needs? If yes, please explain:	YES	F NO		
	Durbank Post office, Much &	petter	locati	ON	<u> </u>
	Burbank Post office, Much B I've lived in Burbank for 19 I've assed the Glenoaks	3 years	s oft	oice	once

≠ Bet	ter r	Just as Good		No Opin	lion		Worse
please exp							
MA	:1.5	delivered	on	time	Con	515+0	ently "
F	e . W		a san san s en like	o i Chank	call diame	manufus V	Mhore de
you go to obtai	e following on these serv	lo you leave your co ices?	əmmunity	/ r (Gneck	ali mar	apply.)	vyneie do
Γ	Shop	pping					
Γ	Pers	onal needs	1/17				
Γ-	Bank	ing					
Γ	Emp	loyment					
Г	Socia	al needs					
If yes, would y	Yes No ou continue Yes No	to use them if the P	Post Offic	e is discor			
If yes, would y	Yes No ou continue Yes No	to use them if the P	Post Offic	e is discor			rbank91
If yes, would y	Yes No ou continue Yes No IA Hol	to use them if the P	Post Offic	e is discor			rbank91
If yes, would y ame Ange ddress: 189	Yes No ou continue Yes No No HA Hol	to use them if the P	Post Offic	e is discor			rbank91
If yes, would y	Yes No ou continue Yes No No HA Hol	to use them if the P	Post Offic	e is discor			rbank 91
If yes, would y	Yes No ou continue Yes No IA Hal 6 Elmui 5) 445 - 2011	to use them if the P	Post Office	Po Box	332	So Bu	nlate this
If yes, would y Iame Ange Iddress 15 Idelephone 519 Idease add any acuestionnaire	Yes No ou continue Yes No	to use them if the P	Post Office AD nk you fo	Po Box	332 e time	to comp	nlate this
If yes, would y It yes	Yes No ou continue Yes No	to use them if the P	Post Office AD nk you fo	Po Box	332 e time	to comp	blete this
If yes, would y lame Ange address: 186 alephone \$19 ale 5-10 Please add any acuestionnaire Please Aduly 655	Yes No ou continue Yes No No No Hall Hall Hall Hall Hall Hall Hall Hal	to use them if the P	ost Office AD nk you for NAI	Po Box	332 e time	to comp	plete this La.



Po	ostal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	K			
b.	Mailing Letters	X	Г		
C.	Mailing Parcels	A			
d.	Pick up Post Office box mail	K			
e.	Pick up general delivery mail	The state of the s	Г		
f.	Buying money orders				X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	K	Ē	Г	П
h.	Sending Express Mail		K		
i.	Buying stamp-collecting material		П	п	K
Of	ther Postal Services				
a.	Entering permit mailings	T YES	F NO		
b.	Resetting/using postage meter	T YES	NO		
No	onpostal Services				
a.	Other	□ YES	NO		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave		from w	ork, or
	If yes, please explain: ON THE VOID ALOT		m/35/925		

ÞI	revious service?	II LIGHY U	o you think carrier		ice or general di very service con	
	_	г		F		A
	Better	,	Just as Good		No Opinion	Worse
	please explain:					
	or which of the folk			mmunity?	(Check all that	apply.) Where do
lo.	ou gu to obtain the:	Shopp				
C		Person	al needs			
Г		Bankin	9			
C	//	Employ	yment			
1		Social	needs			
Nam	e.		0 1			
Nam Addr		20	Botic	0	mal	25
Addr		20	Potice Colice	6	proole	25
Addr	ess: ohone	20	hotic govic	0	enoal	25
Addr Telep Date	ess: ohone	20	got in the state of the state o	0	Q/W	
Addr Telep Date	ess. phone se add any addition	20 nal comn	April Grant Control of the Control o	k you for	Q/W	to complete this



Dr	estal Services	Daily	Weekly	Month	y Never
a.	Buying Stamps	F	F	V	,
b.	Mailing Letters	_	0	Г	г
C.	Mailing Parcels	_	Г	0	Г
	Pick up Post Office box mail	-	_	Г	Г
d.		_	P		IV
e.	Pick up general delivery mail	-	-	-	5
f.	Buying money orders	1	1	1	N
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	Γ	D	Γ
h.	Sending Express Mail	Г	Г	17	Γ-
i.	Buying stamp-collecting material	_	Г	г	E
Ot	her Postal Services				
a.	Entering permit mailings		NO		
b.	Resetting/using postage meter	r YES	NO		
No	inpostal Services				
a.	Other	r YES	NO		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		V YES	F NO		
	If yes, please explain:	SYL	hAR	P007	OFFFE
		-			

Bet	ter Just as Good	No Opinion	□ Worse
please exp	lain:		
and the control of th		2.0.01	3.34/10.000
For which of the	e following do you leave your con n these services?	nmunity? (Uneck all that	apply.) vvnere (
la al	Shopping		
P	Personal needs		
TE	Banking		
-	Employment		
	Social needs tiy use local businesses in the cor	nmunity?	
17	tly use local businesses in the cor Yes No ou continue to use them if the Po		?
If yes, would y	tly use local businesses in the con Yes No ou continue to use them if the Po Yes No	st Office is discontinued	?
If yes, would y	tly use local businesses in the cor Yes No ou continue to use them if the Po Yes No	st Office is discontinued	?
If yes, would y	tly use local businesses in the con Yes No ou continue to use them if the Po Yes No	st Office is discontinued	?



Po	stal Services	Daily	Weekly		ly Never
a.	Buying Stamps	Г	1	区	1
b.	Mailing Letters	X	Γ	Г	_
C.	Mailing Parcels		K	Г	
d.	Pick up Post Office box mail	K	Г	Γ	Γ
e.	Pick up general delivery mail	X	Г	Г	Γ
f.	Buying money orders	_	Γ	Г	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	K	Γ	Γ
h.	Sending Express Mail	_	Г	X	_
i,	Buying stamp-collecting material	٢	Γ	г	K
Oti	her Postal Services				
a.	Entering permit mailings	r YES	X NO		
b.	Resetting/using postage meter	r YES	KNO		
No	npostal Services				
a.	Other	r YES	X NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
	SANT ON STREET OF STREET STREE	Γ YES	XNO		
	If yes, please explain:	, 20	7 410		

□ B	etter Just as Good	P No Opinion	Worse
please e	TOWN STATEMENT AND COUNTY	Control Security and Control Control	
	7,1		
	11 - 7 - W - 1 V	10 10 10 10 10 10 10 10 10 10 10 10 10 1	
For which of	the following do you leave your co tain these services?	mmunity? (Uneck all Inat	apply_) where
700 90 10 00	Shopping		
-	Personal needs		
_	Banking		
	Employment		
	Employment Social needs ently use local businesses in the or	ommunity?	
If yes, would	Social needs ently use local businesses in the co		?
If yes, would	Social needs ently use local businesses in the continue to use them if the P		?
If yes, would	Social needs ently use local businesses in the continue to use them if the P	ost Office is discontinued	?
If yes, would	Social needs ently use local businesses in the continue to use them if the P	ost Office is discontinued	?
if yes, would	Social needs entily use local businesses in the control yes. No I you continue to use them if the P Yes. No	ost Office is discontinued	?
If yes, would	Social needs entily use local businesses in the control yes. No I you continue to use them if the P Yes. No	ost Office is discontinued	?
if yes, would when the same: According to the same of	Social needs entily use local businesses in the control yes. No I you continue to use them if the P Yes. No	ost Office is discontinued	?



	Po	stal Services	Daily	Weekl	y Monthi	y Never
	a.	Buying Stamps		X		F .
	b.	Mailing Letters		K		Г
	C.	Mailing Parcels			K	Г
	d.	Pick up Post Office box mail	×		DX.	
	e.	Pick up general delivery mail		Γ	K	Г
	f.	Buying money orders		X	Г	Г
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	K	Б	Б
	h.	Sending Express Mail			X	
	i.	Buying stamp-collecting material	С	×	П	Γ
	Ot	ner Postal Services				
	a.	Entering permit mailings	T YES	□ NO)	
	b.	Resetting/using postage meter	T YES	□ NO)	
	No	npostal Services	,			
	a.	Other	□ YES	□ NO)	
		If yes, please explain:	-			
2.	Do	you pass another Post Office during business hours wopping, or for personal needs?	hile travel	ling to or	from wo	rk, or
			X YES	□ NO)	
		If yes, please explain:	,			
		I pan the Burbank main post of				
		NO PLACE TO PARK, TRAFFIC IS HE	AVY BY	THE	MAIN	POST
		OFFICE. PLEASE DO NOT HOVE TO	HE PO	STOF	FICE	TO AMOTHER
		LOCATION. BUSINESS WILL PICKUA				

If you previously/cur 3. complete this section previous service?						
Better	Γ.	lust as Good	-	No Opinion	Г	Worse
please explain.						
4. For which of the follo			nmunity'	? (Check all t	hat apply) Where do
	Shoppin	g				
Г	Persona	needs				
Γ	Banking					
r-	Employn	nent				
Г	Social ne	eeds				
Name: ALBEYRT Address: P.o. 13		PLAN HGZ BUY	ZBAN	IK CA	9150	8-
Telephone:						
Date: 05/08/11						
Please add any addition questionnaire.						
I LIVE IN						
OFFICE DN	SONO	RA/ SAN FE	RNAM	400 ROA	D. 1	BUT I PREFER
TO USE THE FYRIENDLY PEO NO TRAFFIC CO	BUKBA	AST SERVICE	DN S	AN FER	NANO:	NOAD.



Postal Services	Daily	Weekly	Month	ly Never
a. Buying Stamps		P	Г	Γ
b. Mailing Letters	Г	5	Г	Γ
c. Mailing Parcels		7	Г	_
d. Pick up Post Office box mail	Г	7	Γ	_
e. Pick up general delivery mail	Γ	P	Γ	Г
f. Buying money orders	Г	Ţ	5	Г
 g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation or Signature Confirmation 		5	Г	Г
h. Sending Express Mail	Γ	5	Г	Γ
Buying stamp-collecting material i.	г	Γ	г	г
Other Postal Services				
a. Entering permit mailings	/ YES	r NO		
b. Resetting/using postage meter	YES	F NO		
Nonpostal Services				
a. Other	r YES	F NO		
If yes, please explain:				
Do you pass another Post Office during business hours shopping, or for personal needs?			from wo	ork, or
If yes, please explain:	YES	NO NO		



stal Services	Daily	Weekl	y Month	ly Never
Buying Stamps	5	_	г	
Mailing Letters	De	Γ	Γ	_
Mailing Parcels		Γ	Γ	15
Pick up Post Office box mail	\searrow		Γ	Γ
Pick up general delivery mail	Г	Γ	Г	×
Buying money orders	Γ	Γ	Г	X
Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	Γ	×	г
Sending Express Mail	Г	_	Г	15<
Buying stamp-collecting material	Г	Γ-	X	Г
her Postal Services				
Entering permit mailings	r YES	NO NO)	
Resetting/using postage meter	r YES	X NO		
npostal Services				
Other	r YES	₹ NC)	
If yes, please explain:				
	hile trave	ling to o	r from wo	ork, or
	r YES	X NO)	
If yes, please explain:				
	Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material her Postal Services Entering permit mailings Resetting/using postage meter enpostal Services Other If yes, please explain: you pass another Post Office during business hours we opping, or for personal needs?	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Ther Postal Services Entering permit mailings Resetting/using postage meter Inpostal Services Other If yes, please explain: you pass another Post Office during business hours while trave opping, or for personal needs? TYES	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Ther Postal Services Entering permit mailings Resetting/using postage meter Inpostal Services Other If yes, please explain: Tyes Notes of the post of the during business hours while traveling to opping, or for personal needs?	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Ther Postal Services Entering permit mailings Resetting/using postage meter If yes, please explain: Tyou pass another Post Office during business hours while traveling to or from woopping, or for personal needs?

	currently received Post Of ion. How do you think car			
please explain	Aborhood to	-1	of my	
4. you go to obtain th	ollowing do you leave your nese services?	community? (Gneck)	all that apply.) vv	liere do
F	Shopping			
	Personal needs			
_	Banking			
Γ	Employment			
-	Social needs			
X Yes	continue to use them if the		tinued?	
Name: Do n	ina Anders	/		
Address 2600	N. MYERS	(POBOX	3323, 9	128
Telephone 618	841-2788			
Date: 5-17	~[]			
Please add any additi	ional comments below. T	hank you for taking the	time to complet	e this



Po	stal Services	Daily	Weekly		ly Never
a.	Buying Stamps	Г	Г	×	_
b.	Mailing Letters	反	Г	Γ	Γ
C.	Mailing Parcels			₽0	_
d.	Pick up Post Office box mail	1	_	Γ	
e.	Pick up general delivery mail	50		Γ	Г
f.	Buying money orders	Γ		\boxtimes	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	\bowtie	Γ	г	Γ
h.	Sending Express Mail	_	Γ-	120	_
i.	Buying stamp-collecting material	г	Γ	г	I,
Otl	her Postal Services				
a.	Entering permit mailings	r YES	NO NO		
b.	Resetting/using postage meter	Γ YES	NO NO		
No	npostal Services				
a.	Other	r YES	NO NO		
	If yes, please explain:	-			
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or t	from we	ork, or
	If yes, please explain:	T YES	NO NO		

	tter	Just as Good	No Opinio	an .	Worse
please ex	plain:				
, For which of t	ne following do	you leave your cor	nmunity? (Check al	that apply.)	Where do
you go to obta	iin these servic	es? nou			
F	Shopp	ing			
Г	Person	nal needs			
Г	Bankin	ig			
П	Emplo	yment			
Г	Social	needs			
5. Do you currer	111-	usinesses in the co	mmunity ?		
×	Yes No			nued?	
If yes, would	Yes No you continue to		mmunity?	nued?	
If yes, would	Yes No			nued?	
If yes, would	Yes No you continue to			nued?	
If yes, would	Yes No you continue to Yes No	use them if the Po		nued?	
If yes, would	Yes No you continue to Yes No	use them if the Po		nued?	
If yes, would	Yes No you continue to Yes No	use them if the Po	ost Office is disconti	nued?	
If yes, would	Yes No you continue to Yes No	use them if the Po		nued?	
If yes, would Name: Josep Address: P.O.	Yes No you continue to Yes No n Hayser	ouse them if the Po occur	ost Office is disconti	nued?	
If yes, would Name: Josep Address: P.O. Telephone: 8	Yes No you continue to Yes No No Hovsey Box 360	ouse them if the Po occur	ost Office is disconti	nued?	
If yes, would Name: Josep Address: P.O. Telephone: 8	Yes No you continue to Yes No No Hovsey Box 360	ouse them if the Po occur	ost Office is disconti	nued?	
If yes, would Name: Josep Address: P.O. Telephone: 81	Yes No you continue to Yes No h Hovsey Box 360 8-845-	ouse them if the Po bicon 31 Burbank 4091	CA 91504		nlate this
If yes, would Name: Josep Address: P.O. Telephone: 81	Yes No you continue to Yes No h Hovsey Box 360 8-845-	ouse them if the Po bicon 31 Burbank 4091	ost Office is disconti		plete this
If yes, would Name: Josep Address: P.O. Telephone: 8 Date: May 9 Please add any a guestionnaire.	Yes No you continue to Yes No h Hovsey B- 845- h, 2011	o use them if the Polician Of Burbank HORI nents below. Than	CA 91504	time to com	
If yes, would Name: Josep Address: P.O. Telephone: 8 Date: May 9 Please add any a questionnaire.	Yes No you continue to Yes No h Hovsey B- 845- h, 2011	o use them if the Polician Of Burbank HORI nents below. Than	CA 91504	time to com	



Po	ostal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps	_		Г	
b.	Mailing Letters	7	Γ	Γ	
C.	Mailing Parcels		Г	12	
d.	Pick up Post Office box mail		Г	Γ	-
e.	Pick up general delivery mail	Γ	Γ	Г	Γ
f.	Buying money orders	_	Г	12	Г
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	P	г	Г
h.	Sending Express Mail	_	Γ		Γ
Ĭ.	Buying stamp-collecting material	г	Г	г	1
Ot	ther Postal Services				
a.	Entering permit mailings	r YES	NO		
b.	Resetting/using postage meter	r YES	NO		
No	onpostal Services				
a.	Other	r YES	F NO		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		r YES	NO		
	If yes, please explain:				

	tter	No Opinion Worse
please exp	olain:	
	ne following do you leave your com in these services?	mmunity? (Check all that apply) Where o
Γ	Shopping	
Г	Personal needs	
Γ	Banking	
Γ	Employment	
F	Social needs	
	tly use local businesses in the co	mmunity?
P	Yes No	
	ou continue to use them if the Po	ost Office is discontinued?
	Yes No	
	U.D L. TGAZLET	
Isma Da		
lame: Da		
vame		
address:	318 - 903-0390	



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	Г	X	Г	Г
b.	Mailing Letters	X	Γ.	Γ	_
C.	Mailing Parcels		×	Γ	_
d.	Pick up Post Office box mail	×	×	Γ	Г
e.	Pick up general delivery mail	X	Г	Г	Г
f.	Buying money orders	Γ	Г	Γ	×
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	×	Г	Г
h.	Sending Express Mail	Г	. [X	Г
i.	Buying stamp-collecting material	Γ.	×	г	Г
Ot	her Postal Services				
a.	Entering permit mailings	r YES	K NO		
b.	Resetting/using postage meter	r YES	₩ NO		
No	onpostal Services				
a.	Other	r YES	NO NO		
	If yes, please explain:		NI INCOME		
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or f	rom w	ork, or
		r YES	K NO		
	My OFFICE ISON SLINDARS BLU				

3 complete this section previous service?					
Better	□ Just as	Good 📉	/ No Opinion	□ Worse	
please explain:					
DELIVERY	AT DIFF	REWENT TWY	ES. INEE	D TAR MA	MIN AM
4. For which of the following you go to obtain the	owing do you leav se services?	e your community	? (Check all that	apply.) Where	do
Г	Shopping	12 RB MU12	-		
Γ	Personal needs	BORBA	1012		
Γ-	Banking	BURBAN	12		
r	Employment	BURBAR	12,		
Γ	Social needs	BURB			
If yes, would you co					
Address 2º20	W. GLEWS	OALLY BLUD	BURB	, ATU 12	
Telephone 8188	452491				
Date: 5/6/2	-1				
Please add any addition questionnaire	nal comments bel	ow. Thank you fo	r taking the time to	to complete this	
TOR MIN	Y YEAR	S AND D	ION'T WA	LAT TO	
FLANG	5- !				



Po	ostal Services	Daily	Weekly	Monthly	y Never
a.	Buying Stamps	г	It	Г	Г
b.	Mailing Letters	TE	_	Г	Г
C.	Mailing Parcels	Е	Γ	TV	_
d.	Pick up Post Office box mail	17	Γ	Г	Г/
e.	Pick up general delivery mail	_	Γ	Г	TP
f.	Buying money orders	Γ	Γ	Г	RT.
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	Γ	0	г
h.	Sending Express Mail	_	Г	Γ	TV
i.	Buying stamp-collecting material	г	г	г	TZ/
Of	ther Postal Services				
a.	Entering permit mailings	r ves	TV NO		
	Resetting/using postage meter	r YES	IT NO		
	onpostal Services	1 = 0	, ,,,		
	Other	r YES	r NO		
	If yes, please explain:	100			
- sh	o you pass another Post Office during business hours woopping, or for personal needs? If yes, please explain: Please do not close the glenoap A follywood blast is not come of your first with very long line	YES	NO NO		
1	very fing with very long line	-/			,

Bet	ter Just as Good	No Opinion	TV Worse
please exp	olain:		
	20020121100040444444		
For which of the	e following do you leave your con n these services?	mmunity? (Check all that	apply.) Where
~	Shopping		
pt	Personal needs		
г	Banking		
Γ	Employment	***	
	Social needs tly use local businesses in the co	nnmunity?	
If yes, would y			?
If yes, would y	tly use local businesses in the co Yes No ou continue to use them if the Po Yes No		?
If yes, would y	tly use local businesses in the co		?



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps			IX.	П
b.	Mailing Letters	X		Г	Γ
C.	Mailing Parcels	K			Γ-
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail	×	Г	Г	
f.	Buying money orders			Г	R
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	×	Г	г
h.	Sending Express Mail		X	Г	Г
i.	Buying stamp-collecting material	П	TX	г	r
Ot	her Postal Services				
a.	Entering permit mailings	T YES	IN NO		
b.	Resetting/using postage meter	T YES	NO NO		
No	npostal Services				
a.	Other	□ YES	E NO		
	If yes, please explain:				
Do sho	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or t	rom wo	ork, or
		T YES	N NO		
	If yes, please explain:		1 (1) (1) (1)		

	rrently received Post Office n. How do you think carrier i		
previous service?			
Better	Just as Good	No Opinion	Worse
please explain			
For which of the fall	owing do you leave your con	nmunity2 (Chark all that	apply) Where do
you go to obtain the		anionary (Concor on mar	apply y vilicio do
Г	Shopping		
Γ	Personal needs		
Γ	Banking		
Γ	Employment		
Z)	Social needs		
lame: Λ	NICHELIC SAFA	RIAN	
ddress: P	0 Box 3103	BURBANK OA	91502
elephone:	18 381 2828		
ate: 5-9-	77		
	I.C.		
Please add any addition	nal comments below. Thank	you for taking the time	to complete this
uestionnaire.	Ke to Keep this p	1 11	and the
7 World LII	KE TO KEEP THIS P	051 offic. 11 15	convenient frienc
and prawice	1. I don't Like	erounded post up	Trus like Hollyn
und and the	one on olive is	huad to I h	visite time
1	OH DUTY 13	ges in , p	ilos les a bosy si
I have used	1 His sworth affice	SINCE 1977 J	would like to
continue usin	igit. Thak you	24	



estal Services	Daily	Weekly	Monthl	y Never
Buying Stamps		170		П
Mailing Letters		M	Г	Γ
Mailing Parcels			P	
Pick up Post Office box mail		W		
Pick up general delivery mail			Г	P
Buying money orders			П	N
Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	П	Г	P
Sending Express Mail			100	Г
Buying stamp-collecting material	П	П	г	M
her Postal Services				
Entering permit mailings				
Resetting/using postage meter	□ YES	NO NO		
npostal Services				
Other	C YES	NO		
If yes, please explain:	8			
you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
If yes, please explain:	T YES	NO NO		
	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material her Postal Services Entering permit mailings Resetting/using postage meter inpostal Services Other If yes, please explain: you pass another Post Office during business hours worpping, or for personal needs?	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material her Postal Services Entering permit mailings Resetting/using postage meter npostal Services Other If yes, please explain: you pass another Post Office during business hours while trave opping, or for personal needs?	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Ther Postal Services Entering permit mailings Resetting/using postage meter Inpostal Services Other If yes, please explain: you pass another Post Office during business hours while traveling to or opping, or for personal needs?	Buying Stamps Mailing Letters Mailing Parcels Pick up Post Office box mail Pick up general delivery mail Buying money orders Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation Sending Express Mail Buying stamp-collecting material Ther Postal Services Entering permit mailings Resetting/using postage meter Tyes No No If yes, please explain: you pass another Post Office during business hours while traveling to or from woopping, or for personal needs?

F 00	etter	No Opinion	□ Worse
		No Opinion	vvoise
please ex	piain.		
-			
For which of the you go to obtain	he following do you leave your co ain these services?	mmunity? (Check all that	apply.) Where d
Ø	Shopping		
Г	Personal needs		
Γ	Banking		
Γ	Employment		
	Social needs ntly use local businesses in the co	ommunity?	
If yes, would	Yes No Lego So		?
If yes, would	The No Yes No Yes No No Legs So	ost Office is discontinued	?
If yes, would	The No Yes No Yes No No Legs So	ost Office is discontinued	?
If yes, would	Yes No Lego So	ost Office is discontinued	?



Po	ostal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	×		П	
b.	Mailing Letters	×		Г	Г
C.	Mailing Parcels	×			
d.	Pick up Post Office box mail	X			Γ
e.	Pick up general delivery mail	×		П	Г
f.	Buying money orders	X			
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	×	П	Г	П
h.	Sending Express Mail	×			Г
j.	Buying stamp-collecting material	K	П	п	
Ot	her Postal Services				
a.	Entering permit mailings	T YES	5 NO		
b.	Resetting/using postage meter		NO		
No	npostal Services		1		
a.	Other	□ YES	□ NO		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave	ling to or t	from wo	ork, or
0111	- FE. (2) - C. (a) Paragram (10000)	T YES	Dun		
	If yes, please explain:	YES	NO		

□ Be	etter	No Opinion	Worse
please ex			
For which of t	he following do you leave your cor	mmunity? (Check all that	apply.) Where o
you go to obt	ain these services?		
1	Shopping		
^_	Personal needs		
7	Banking		
K K K K K	Employment		
Do you curre	Social needs ntly use local businesses in the co	ommunity?	
Do you curre	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	1	?
Do you curre If yes, would F	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued'	
Do you curre If yes, would F	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued'	
Do you curre If yes, would F ame: Sil	ntly use local businesses in the co Yes No you continue to use them if the Po Yes No	ost Office is discontinued'	



Po	estal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps			P	
b.	Mailing Letters			Г	Г
C.	Mailing Parcels				
d.	Pick up Post Office box mail			N	
e.	Pick up general delivery mail		П		П
f.	Buying money orders		Г	D	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	П	п	Г
h.	Sending Express Mail				Г
i.	Buying stamp-collecting material	П		г	Г
Ot	her Postal Services				
a.	Entering permit mailings	T YES	□ NO		
b.	Resetting/using postage meter	T YES	□ NO		
No	inpostal Services				
a.	Other	T YES	□ NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or t	from wor	rk, or
	If yes, please explain:	YES	NO NO		
	If yes, please explain:			_	

Γ.	Prvice? Better Just as Good	No Opinion	□ Worse
please 6		No Opinion	VVIJISC
please	эхрівіі.		
	f the following do you leave your o	community? (Check all that	t apply.) Where do
you go to ob	otain these services? Shopping		
r	Personal needs		
-			
1	Banking		
	The second secon		
Г	Employment		
5. Do you curr	Social needs ently use local businesses in the	community?	
If yes, would	Social needs ently use local businesses in the leady our continue to use them if the leady our continue to use the leady our continue t	Post Office is discontinued	17
If yes, would	Social needs ently use local businesses in the least of	Post Office is discontinued	17
If yes, would	Social needs ently use local businesses in the leady our continue to use them if the leady our continue to use the leady our continue t	Post Office is discontinued	17
If yes, would	Social needs ently use local businesses in the leady our continue to use them if the leady our continue to use the leady our continue t	Post Office is discontinued	17



Po	ostal Services	Daily	V		y Never
a.	Buying Stamps	Г	X	Г	Г
b.	Mailing Letters	M	Г	Г	_
C	Mailing Parcels	Г	F->	(-F	Γ
d.	Pick up Post Office box mail	×		Г	Γ
e.	Pick up general delivery mail	×	Γ	Г	Γ
f.	Buying money orders	Γ	Γ	×	Г
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	K	г	Γ
h.	Sending Express Mail	Γ-	×	, F	F
j,	Buying stamp-collecting material	г	×	г	г
Ot	ther Postal Services				
a.	Entering permit mailings	r YES	R NO		
b.	Resetting/using postage meter	r YES	NO NO		
No	onpostal Services				
a.	Other	TX YES	S NO		
	If yes, please explain:	a pro	le up	o ny	Bubank
	you pass another Post Office during business hours will opping, or for personal needs?				
		T YES	X NO		
	If yes, please explain:	, , , , , , , , , , , , , , , , , , , ,			

If you previously/currently received Post Office box service or general delivery service 3 complete this section. How do you think carrier route delivery service compares to your previous service? No Opinion Just as Good please explain: I have mail box & Sometimes marghe stolen For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Heusepy Ralpho San Ferrandaka Shopping Personal needs CUS Banking on level Employment at home Social needs occasional viset to my Children in Thousand Oaks 5. Do you currently use local businesses in the community? W Yes If yes, would you continue to use them if the Post Office is discontinued? Tyes No don't know we kat I would do Don't drive much. age + cost of gas. Others are too far away Bobin Leslie Name: 530 Jamestown Rd 91504 818.8485797 6011 818 2599553 May 10 2011 Please add any additional comments below. Thank you for taking the time to complete this questionnaire. It has been a very good thing for me to have my PO BOX + I need bral to mad & receive my e-Bay & QVC transactions + get my new stamps. D'onit drive much.



Po	ostal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps				Г
b.	Mailing Letters				Г
C.	Mailing Parcels				Г
d.	Pick up Post Office box mail	X			Г
e.	Pick up general delivery mail			П	
f.	Buying money orders				У П
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		П	П	Г
h.	Sending Express Mail			Г	
i.	Buying stamp-collecting material		Г	Г	Г
Ot	her Postal Services				
a.	Entering permit mailings	T YES	NO NO		
b.	Resetting/using postage meter	□ YES	□ NO		
No	onpostal Services				
a.	Other	T YES	□ NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or f	rom w	ork, or
	If yes, please explain:	T YES	PNO	ings.	

Bette	ar Just as Good	No Opinion	□ Worse
please expl	ain.	v	
or which of the	following do you leave your of these services?	community? (Check all that	t apply.) Where
	Shopping		
	Personal needs		
	Banking		
1	Employment		
-	Social needs		
	y use local businesses in the	community?	
yes, would yo	y use local businesses in the es No u continue to use them if the		?
yes, would yo	es No u continue to use them if the es No il Khaiha	Post Office is discontinued	?
yes, would yo	es No u continue to use them if the	Post Office is discontinued	?
yes, would yo	es No u continue to use them if the es No il Khaiha	Post Office is discontinued	?



Po	stal Services	Daily	Weekly	Month	ly Neve
a.	Buying Stamps	_	Γ	Г	Γ
b.	Mailing Letters	Γ		Γ	1
C.	Mailing Parcels		Γ	Г	
d.	Pick up Post Office box mail	1	196	Γ	Г
e.	Pick up general delivery mail	Γ		Г	Γ
f.	Buying money orders	_	Г	Г	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Γ	г	Г
h.	Sending Express Mail	Г	Γ	Г	_
į.	Buying stamp-collecting material	Γ		г	Г
Ot	her Postal Services				
a.	Entering permit mailings	r YES	F NO		
b.	Resetting/using postage meter	r YES	F NO		
No	enpostal Services				
а.	Other	r YES	F NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		r YES	NO NO		
	If yes, please explain:				

K Bette	Just as Good No Opinion Worse
	n: Boxes Are Limited - please Dan'
810	wate my Box
	7
4 For which of the	ollowing do you leave your community? (Check all that apply.) Where
you go to obtain	
	Shopping
F	Personal needs
	Banking
K	Employment
<u></u>	Social needs
If yes, would you	CORREA (MOSHEH THEZIUM)
If yes, would you	continue to use them if the Post Office is discontinued?
Vame: Luls Address: P.3 80	CORREA (MOSHEH THEZIUM) BURBANG CA 91568
Vame: Luls Address: P.3 80	continue to use them if the Post Office is discontinued?
Vame: Luls Address. P.3 80.	CORREA (MOSHEH THEZIUM) BURBANG CA 91568
Name: Luls Address: P.3.14 Telephone: 819 Date: 5	CORREA (MOSHEH THEZIUM) BURBANG CA 91568
Name: LUIS Address. P.3 80 Telephone: 819 Date: 5	continue to use them if the Post Office is discontinued? SX No CORREA (MOSHEH THEZIUM) BURBANK CA 91568 397-1352
Name: Luts Address: 7.3 14 Telephone: 518 Please add any add questionnaire.	continue to use them if the Post Office is discontinued? ST NO CORREA (MOSHEH THEZIUM) BURBANK CA 9150B 397-1352 1-11 tional comments below Thank you for taking the time to complete this Pliniage My Box, Wiess ADD Boxes to Another wear!
Name: Luts Address: 7.3 14 Telephone: 518 Please add any add questionnaire.	continue to use them if the Post Office is discontinued? ST No CORREA (MOSHEH THEZIUM) BURBANG CA 9/568 397-1352 Tional comments below. Thank you for taking the time to complete this



Po	estal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps			0	Г
b.	Mailing Letters	d			Γ
C.	Mailing Parcels			0	
d.	Pick up Post Office box mail				
e.	Pick up general delivery mail		Г		
f.	Buying money orders		Г		D
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		П		п
h.	Sending Express Mail			D	
i.	Buying stamp-collecting material	П	П		г
Ot	her Postal Services				
a.	Entering permit mailings	T YES	NO NO		
b.	Resetting/using postage meter	T YES	NO NO		
No	npostal Services				
a.	Other	T YES	NO NO		
	If yes, please explain:	-			
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	/	rom wo	rk, or
	If yes, please explain:	YES	NO.		

Better	Just as Good	No Opinion	Worse
please explain:			
For which of the follo	owing do you leave your commuse services?	inity? (Check all that	apply.) Where do
, , , , , , , , , , , , , , , , , , ,	Shopping		
Γ	Personal needs		
Г	Banking		
	Employment		
T .	Social needs		
Yes			
Yes			?
If yes, would you co	No ontinue to use them if the Post C		?
If yes, would you co	No ontinue to use them if the Post C		?
If yes, would you co	No ontinue to use them if the Post C No	Office is discontinued	? A 91504
If yes, would you con Yes ame:	No ontinue to use them if the Post Continue to use the post Continue t	Office is discontinued	
If yes, would you con Yes Yes ame:	No ontinue to use them if the Post Continue to use the post Continue t	Office is discontinued	



Po	ostal Services	Daily	Weekl	y Monthl	ly Never
a.	Buying Stamps	Г	, [X	Г
b.	Mailing Letters	Γ-	X	, [_
C.	Mailing Parcels		Γ	X	Γ
d.	Pick up Post Office box mail	X	_	Г	Г
e.	Pick up general delivery mail	1	Γ	Г	Γ
f.	Buying money orders	Γ,	Γ	Г	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	Γ	X	Γ
h.	Sending Express Mail	Г	Г	Г	X
i.	Buying stamp-collecting material	г	Г	X	Γ
Ot	ther Postal Services		ie.		
a.	Entering permit mailings	r YES	NO)	
b.	Resetting/using postage meter	r YES	NC NC)	
No	onpostal Services		\		
a.	Other	r YES	SINC)	
	If yes, please explain:				
2. Do	you pass another Post Office during business hours vopping, or for personal needs?	vhile trave	ling to o	r from wo	ork, or
	If yes, please explain:		1,		

If you previously/co 3. complete this section previous service?	urrently received Post Office box service or general delivery service, on. How do you think carrier route delivery service compares to your
Better please explain	Just as Good No Opinion Worse
-	llowing do you leave your community? (Check all that apply.) Where do
г	Shopping
Г	Personal needs
_	Banking
	Employment
Г	Social needs
× Yes	continue to use them if the Post Office is discontinued?
Name: B) ZA	BROWN BROWN INS.
Address: P. U	.30x 3009 BusAnk 91508
Telephone: (8/8	1841-2704
Date: 5/6/1	/
Please add any addit questionnaire.	ional comments below. Thank you for taking the time to complete this



Po	stal Services	Daily	-	Month	ly Never
a.	Buying Stamps	Г	N	Γ	Г
b.	Mailing Letters	12	Γ	Γ	\r
C.	Mailing Parcels	Γ	abla	Γ	Г
d.	Pick up Post Office box mail	4	Г	Γ	Г
e.	Pick up general delivery mail	Γ	P	Γ	Г
f.	Buying money orders	Γ	17	Γ	Г
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	$^{}\!$	Γ	г	г
h.	Sending Express Mail	Γ	F		Г
i.	Buying stamp-collecting material	1	Γ	Г	г
Ot	her Postal Services				
a.	Entering permit mailings	r YE	S NO		
b.	Resetting/using postage meter	r YE	S V NO		
No	enpostal Services				
a.	Other	r YES	SVNO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?		,	from w	ork, or
		T YES	STYNO		
	If yes, please explain:				

Better	☐ Just as Good	No Opinion	
please explain:			
· (1)			
For which of the foll	owing do you leave your con	nmunity? (Check all that a	apply.) Where do
you go to obtain the	Shopping		
Г	Personal needs	Control of the Contro	
· _			
-	Banking		
1	Employment		
_	Social needs		
me: Robac	- June		
00	BOX 332	1 Burban	C CA 9
dress: V.O	0.71	1 001-00 111	× / /
lephone: 916	355-4776	, , , , , , , , , , , , , , , , , , , ,	V.
0210	355-4776		V
lephone: 918-	355-4776 0-11 Inal comments below. Thank	you for taking the time to	o complete this
lephone: 96- ite: 5-0 ease add any addition estionnaire. (1) The	is Building is A	HIS FORICIAL ON	l
ease add any addition estionnaire.	355-4776 0-11 Inal comments below. Thank is Building is A paid for A full ant money BA You close This (MISTORICAL ON MEAR IF YOU CL.	close I



Po	estal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	Г	Γ	区	Γ
b.	Mailing Letters	Γ	尿	Г	Γ
C.	Mailing Parcels		Г	4	Γ
d.	Pick up Post Office box mail	Γ	展	Г	Γ
e.	Pick up general delivery mail	Γ	Γ	Г	44
f.	Buying money orders	Γ	Г	Г	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	Г	г	K
h.	Sending Express Mail	Γ	Γ	100	Γ
i.	Buying stamp-collecting material	Г	Γ	г	P
Ot	her Postal Services				
а.	Entering permit mailings	Γ YE	s X NO		
b.	Resetting/using postage meter	r YE	S F NO		
No	npostal Services				
a.	Other	r YE	s € NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trav	eling to or	from wo	ork, or
		Γ _{YE}	S NO		
	If yes, please explain:				

3. complete this section. How do you think carrier route delivery service compares to your previous service? For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? 17% K Banking Employment Social needs 5. Do you currently use local businesses in the community? K Yeer If yes, would you continue to use them if the Post Office is discontinued? Please add any additional comments below. Thank you for taking the time to complete this

If you previously/currently received Post Office box service or general delivery service.



n-	atal Sandana	Daily	Wookh	Month	v Novor
	stal Services	Daily	vveekij	WOTHI	y Never
a.	Buying Stamps	1	1		_
b.	Mailing Letters	Г	Г	Г	
C.	Mailing Parcels			-	_
d.	Pick up Post Office box mail	P	_	Γ	
e.	Pick up general delivery mail	Γ	Г	Г	Γ
f.	Buying money orders	Γ	Γ	Г	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Г	Г	Г
h.	Sending Express Mail	Γ-	Γ	Г	_
	Buying stamp-collecting material				
î.		-		Г	_
Ot	her Postal Services				
a.	Entering permit mailings	r YES	F NO		
b.	Resetting/using postage meter	r YES	r NO		
No	npostal Services				
a.	Other	r YES	r NO		
	If yes, please explain:	- 572	1,0		
		- V		126	
	you pass another Post Office during business hours wopping, or for personal needs?	hile travel	ing to or	from wo	ork, or
		YES	T NO		
	If yes, please explain:	100	140		
	OLIVE BRANCH SOMETI	1M 13 5	1 10	. 3	
		,,,			

	etter Just as Good	No Opinion	Worse
		> No Opinion	vvorse
please ex	plain:		
-			
For which of to	he following do you leave your con ain these services?	nmunity? (Check all that	apply.) Where do
_	Shopping		
1	Personal needs		
Γ	Banking		
-	Conference		
1	Employment		
	Social needs ntly use local businesses in the co-	mmuriity?	
If yes, would	Social needs Intly use local businesses in the conversion of the Polyou continue to use them if the Polyou SSION'S RAPROLL	st Office is discontinued	
If yes, would	Social needs Intly use local businesses in the converged No you continue to use them if the Po	st Office is discontinued	
If yes, would	Social needs Intly use local businesses in the conversion of the Polyou continue to use them if the Polyou SSION'S RAPROLL	MgM. INC. BUR	

OUR P.D. BOX NUMBER 15 ON CHECKS +OTHER STATIONARY WOULD WE BE ABLE TO KEEP SAME NUMBER.



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps	Г	Г	X	
b.	Mailing Letters		X	Г	Г
C.	Mailing Parcels		Г	X	_
d.	Pick up Post Office box mail	Г	X	Γ	_
e.	Pick up general delivery mail	_	X	Γ	Г
f.	Buying money orders	Γ	Γ	Γ	X
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	г	X	
h.	Sending Express Mail	_	Г	- [X
i.	Buying stamp-collecting material	г	г	г	Γ
Ot	her Postal Services				
a.	Entering permit mailings	r YES	s × NO)	
b.	Resetting/using postage meter	r YES	S X NO)	
No	onpostal Services				
a.	Other	r YES	SK NO)	
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	eling to or	from w	ork, or
311	opping, or for personal needs?	r YES	X NO		
	This is the best P.O. for		,		510 h

If you previously/currently received Post Office box service or general delivery service 3. complete this section. How do you think carrier route delivery service compares to your previous service? □ No Opinion Just as Good Better please explain; 4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? Occasionally X Shopping Personal needs Banking Social needs Church Social needs 5. Do you currently use local businesses in the community? If yes, would you continue to use them if the Post Office is discontinued? T Yes No Not relivant. Staham Matthews Name: 841 Irving Dr. / P. O. Box 3535 Address 818-846-6500 Telephone: Date Please do not close this location,
This is the best p.o. Branch for
161504 Residents to use,
Hollywood Way is very inconvenient. Please add any additional comments below. Thank you for taking the time to complete this



	_	_/	
	1.	17	Г
_	Γ	∇	Γ
	Γ	Г	∇
_	∇	Г	_
Г	Г	√	
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Γ	Γ	Г	∇
T	Г	г	7
r YES	NO X		
r YES	X NO		
	,		
r YES	F NO		
while trave	ling to or	from wo	ork, or
X YES	F NO		
	☐ YES☐ YES☐ While trave	T T T T T T T T T T T T T T T T T T T	T T T T T T T T T T T T T T T T T T T

Better	Just as Good	□ No Opinion	□ Worse
		No Opinion	Worse
please expla	In.		
-			
For which of the to	following do you leave your cor these services?	mmunity? (Check all that	apply.) Where do
Г	Shopping		
庆	Personal needs		
Γ	Banking		
Γ	Employment		
N/S	Social needs		
	use local businesses in the co	mmunity?	
Ye If yes, would you	use local businesses in the constant of the Posses No		?
₹ Ye	No continue to use them if the Po		?
If yes, would you	No continue to use them if the Po		?
If yes, would you Ye	No continue to use them if the Po		?



F	Postal Services	Daily	Weekly	Monthly	y Never
а	. Buying Stamps			ď,	
b	. Mailing Letters			[/	Γ
C	. Mailing Parcels				Г
d	. Pick up Post Office box mail		17/		
е	. Pick up general delivery mail			П	P
f.	Buying money orders				P
g	 Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation 	Г	п	[/	
h	Sending Express Mail			P	П
i.	Buying stamp-collecting material	П	Г	п	P
C	ther Postal Services				
а	Entering permit mailings	T YES	P NO		
b	Resetting/using postage meter	T YES	NO		
N	onpostal Services				
а	Other	T YES	I NO		
	If yes, please explain:				
	o you pass another Post Office during business hours woopping, or for personal needs?	hile travel	/	rom wor	rk, or
	If yes, please explain:				

□ Bet	ter Just as Good	No Opinion	Worse
		No Opinion	AAOIZE
please exp	iam.		
For which of th	e following do you leave your co	mmunity? (Check all that	apply.) Where do
	n these services?		
	Shopping	simetime	
r	Personal needs	simetime.	
r /	Banking	simetim	
	Employment		
F/	Social needs		
	/		
Do you current	by use local businesses in the co	mmunity?	
	Yes No		
	ou continue to use them if the Po	ost Office is discontinued?	?
Γ.	Yes No		
	NS JITENAR	AN'	
me. /			
dress:	3057 N. Bu	ena Vista	Bur buk 91:
u1000.			1
	818-606-84	-12 (01)	/
lephone.			
lephone.	×/13/11		



Po	estal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps				X
b.	Mailing Letters			Г	X
C.	Mailing Parcels				DX-
d.	Pick up Post Office box mail		×		
e.	Pick up general delivery mail		X	Г	Γ
f.	Buying money orders				K
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	П	П	г	X
h.	Sending Express Mail			Г	K
í.	Buying stamp-collecting material			г	X
Ot	her Postal Services				
a.	Entering permit mailings	T YES	KNO		
b.	Resetting/using postage meter	T YES	NO X		
No	npostal Services				
a.	Other	C YES	5 NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs? If yes, please explain: Burbank No. Hollyward	7	ling to or t	from w	ork, or

previous servi	tter Just as Good	□ No Opinio	on F Worse
		140 Optim	77,0150
please ex	Jidn'i,		
_			
For which of the	ne following do you leave your con	munity? (Check a	I that apply.) Where
you go to obta	in these services?		
	Shopping		
Г	Personal needs		
Г	Banking		
X	Employment		
_	Social needs		
If yes, would y	Yes No		nued?
If yes, would y	Yes No		inued?
If yes, would y	Yes No you continue to use them if the Po Yes No		nued?
If yes, would y	Yes No	st Office is disconti	
If yes, would y	Yes No You continue to use them if the Po Yes No IA MONTERO	st Office is disconti	
If yes, would y	Yes No you continue to use them if the Po Yes No	st Office is disconti	
If yes, would y	Yes No you continue to use them if the Po Yes No	st Office is disconti	
If yes, would your me. MAR dress. Poly lephone. (8)	Yes No Yes No Yes No IA MONTERO BOX 30 45 Bu 18) 288-7490 C-1/ dditional comments below. Thank	st Office is disconti	91588
If yes, would y	Yes No You continue to use them if the Po Yes No IA MONTERO BOX 3645 BU 18) 288-7490	st Office is disconti	91588



Po	ostal Services	Daily	Weekly	Mont	hly Never
a.	Buying Stamps		X		
b.	Mailing Letters		×	Г	Г
C.	Mailing Parcels			X	П
d.	Pick up Post Office box mail		X		
e.	Pick up general delivery mail		П	X	
f.	Buying money orders			X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		П	X	г
h.	Sending Express Mail			X	
i.	Buying stamp-collecting material		П		HEY DO NO
Ot	her Postal Services				CARRYLT
a.	Entering permit mailings	YES	X NO		WOULD
b.	Resetting/using postage meter	T YES	NO X		PURCH.
No	onpostal Services				1
a.	Other	T YES	X NO		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave	ling to or	from v	vork, or
		□ YES	X NO		
	If yes, please explain:		, , , , , ,		
			-		

Г	Better)	Just as Good	Γ	No Opinion	Γ	Worse
pleas	e explain:					
For which	of the following	do you leave your covices?	ommunity?	(Check all tha	at apply.)	Where d
you go to		apping				
г	_	sonal needs				
г	Ban	king				
	-					
Γ.	Emp	ployment				
	Soc	ial needs	community?			
If yes, wo	Soc urrently use local Yes No ould you continue Yes No	ial needs I businesses in the o	ost Office	is discontinue	d?	
If yes, wo	Socurrently use local Yes Note Yes Note ALFRE	ial needs I businesses in the of the to use them if the F	Post Office	s discontinue		
If yes, wo	Socurrently use local Yes Note Yes Note ALFRE PO BOX	ial needs I businesses in the of the to use them if the Popular of	Post Office	s discontinue		
If yes, wo	Socurrently use local Yes Note Yes Note ALFRE PO BOX	ial needs I businesses in the of the to use them if the F	Post Office	s discontinue		

questionnaire

CLOSING GLENOAKS STATION WILL HAVE AN ADVERSE IMPACT ON BURBANK'S BUSINESSES, NORTH HOLLY WOOD WAY LOCATION WILL NOT WORK FOR US,



Po	stal Services	Daily	Weekly	/ Month	ly Never
a.	Buying Stamps			170	
b.	Mailing Letters		IX.	Γ	Γ
C.	Mailing Parcels				区
d.	Pick up Post Office box mail	K			
е.	Pick up general delivery mail			П	K
f.	Buying money orders			K	П
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		П	R	П
h.	Sending Express Mail			П	D.
i.	Buying stamp-collecting material		П	п	R
Ot	her Postal Services				
a.	Entering permit mailings	□ YES	NO NO		
b.	Resetting/using postage meter	□ YES	NO NO		
No	npostal Services				
a.	Other	T YES	NO NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		T YES	NO NO		
	If yes, please explain:	9			

		pare.		Armi		garan	
	Better		Just as Good	DC.	No Opinion	1	Worse
pleas	e explain.						
For which	of the folio	wina do	you leave your co	ommunity'	Check all that	t apply.)	Where do
you go to	obtain thes	e servic	es?			707040400400	
		Shopp	ing				
1		Person	nal needs				
		Bankin	g				
_		Employ	yment				
_		Social	needs				
	r Yes₩	, No	use them if the P		is discontinued	1?	
	Yes W	, No	I. SANC	her			
arne.	Yes W	, No	I. SANC	her			CH 91504
ame. ddress	Yes W.	No BIR 3	I. JANO FREDER	hez west			CH 4715 04
	Yes W.	No No BOX 3	I. SANO FREDER 143 Bu	hez west			CA 4715 014
ame: ddress: elephone: ate: ease add a	Yes W	No No BIN 3	I. SANO FREDER 143 Bu	hez Je st Jenk	# E Buil A 94518	Syrak 1	plete this



t	tal Services		Daily	Weekly		ly Never
3	Buying Stamps			Г	K	Г
V	Mailing Letters		_	Г	区	Г
1	Mailing Parcels			Г	Γ	区
)	Pick up Post Office box mail		_	区	Γ	Г
>	Pick up general delivery mail		Γ-	Г	Γ	R
3	Buying money orders		Γ	Г	Г	K
3	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		Г	Г	г	R
3	Sending Express Mail		Г	Γ	Γ	R
3	Buying stamp-collecting material		Г	Γ	Γ	K
,	er Postal Services					
1 1 1	Entering permit mailings	Γ	YES	K NO		
?	Resetting/using postage meter	Γ	YES	K NO		
p	postal Services					
)	Other	Γ	YES	NO NO		
	f yes, please explain:	-				
	ou pass another Post Office during business hours uping, or for personal needs?	while	trave	ling to or	from w	ork, or
			YES	R NO		
	yes, please explain;					
	yes, please explain;					

Г в	letter	Just as Good		No Opinion	1	Wors
please e	xplain:					
For which of	the follow	ing do you leave your cor	nmunity	? (Check all that	apply.)	Where
you go to ob	tain these	services?				
尺		Shopping				
Γ		Personal needs				
Г	1	Banking				
r		Employment				
						_
_		Social nearle				
Г	ently use l	11.575	3			
If yes, would	Yes Yes Yes	ocal businesses in the co No nue to use them if the Po No	3		?	
If yes, would	Yes Yes Yes	ocal businesses in the co No nue to use them if the Po	3		?	
If yes, would	Yes Yes Yes Yes	ocal businesses in the co No nue to use them if the Po No	st Office	is discontinued	?	
If yes, would	Yes Yes Yes Yes Yes Yes	No No No No No No No No No	st Office	is discontinued	?	



	Po	stal Services	1	Daily	Weekly I	Monthly	Never	
	а.	Buying Stamps			Γ,	D	Г	
	b.	Mailing Letters		_	~		Γ	
	C.	Mailing Parcels		Ε,	Г	5 /	Γ	
	d.	Pick up Post Office box mail			_	Γ,	Γ	
	e.	Pick up general delivery mail		Γ	Γ	√	_	
	f.	Buying money orders		Γ	Г	IV/	Г	
	g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		_	Г	N	Г	
	h.	Sending Express Mail		Γ	Г	d	Γ	
	Ĭ.	Buying stamp-collecting material		Г	г	г	F /	
	Oth	ner Postal Services						
	a.	Entering permit mailings	Γ	YES	NO			
	b.	Resetting/using postage meter	Γ	YES	NO NO			
	No	npostal Services		1				
	a.	Other	∇	YES	r NO			
		If yes, please explain:	1	eidir	sup /	3cr ban	A Timo	4
2.	Do	TAY, ELECTION PAPERS & OTHER Compounds of the policy of pass another Post Office during business hours was piping, or for personal needs?	8/	1699	south	no AU	WTOR	
				YES	TUNO			
		If yes, please explain:	_					

Bette	Just as Good	No Opinion	Worse
please expla		PROGESSIONAL	PEDALE
			1.90
4. For which of the you go to obtain	following do you leave your co these services?	mmunity? (Check all the	at apply.) Where do
T-	Shopping		
Γ-	Personal needs		
٢	Banking		
<u></u>	Employment		
_	Social needs		
	I ghow a LIV	ie in Burbant	
Do you currently	use local businesses in the co	mmunity?	
5/ v.	No.		
	No	net Office le diecontinue	42
If yes, would you	continue to use them if the Po	ost Office is discontinue	d?
If yes, would you		ost Office is discontinue	d?
If yes, would you	continue to use them if the Po	ost Office is discontinue	d?
If yes, would you	continue to use them if the Poss	ost Office is discontinue	d?
If yes, would you F Ye	ha Reywolds		
If yes, would you F Ye	continue to use them if the Poss		
Name: Jo Address: P.G.	ha Reywolds		
Name: Jo Address: P.G.	Sox 3776 B		
Name: Son Market Son M	Continue to use them if the Poss No. No. Reywolds Box 3776 B. 18-257-2104	w baut, CA 9	7908
Name: Son Picase add any additional restrongers.	No Reywolds Box 3776 B 18-257-2109 14 Somments below. Than	k you for taking the time	2/908 e to complete this
Name: Son Picase add any additional restrongers.	No Reywolds Box 3776 B 18-257-2109 14 Somments below. Than	k you for taking the time	2/908 e to complete this
Name: Son Marker Son M	No. Reywolds Box 3776 B 18-257-2109 10-11 Itional comments below. Than	k you for taking the time	e to complete this Under Situa
Name: Son Marker Son M	No. Reywolds Box 3776 B 18-257-2109 10-11 Itional comments below. Than	k you for taking the time	e to complete this Under Situa
Name: So Address: P.G. Telephone: Si Date: S- Please add any addinguestionnaire. OU CLOSCO OSK TO HOU	No Reywolds Box 3776 B 18-257-2109 14 Somments below. Than	k you for taking the time Which is GLEN OAKS NOT NOSE	e to complete this Onclaim STUNO STUTION SC



Po	stal Services	Daily	Weekly	Month	ly Never
a	Buying Stamps	Г	Г	X	Г
b.	Mailing Letters	Γ-	X	Γ	Γ
C.	Mailing Parcels	_	Ź	Г	_
d.	Pick up Post Office box mail	X	7	Γ	Г
e.	Pick up general delivery mail	Г	Г	Г	X
f.	Buying money orders	Г	Γ	Г	~
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Γ	Γ	г	X
h.	Sending Express Mail	Γ-	X	Γ	_
i.	Buying stamp-collecting material	Г	Г	г	X
Ot	her Postal Services				
a.	Entering permit mailings	r YES	NO NO		
b.	Resetting/using postage meter	r YES	NO NO		
No	npostal Services				
a.	Other	r YES	F NO		
	If yes, please explain:				
	you pass another Post Office during business hours vopping, or for personal needs?	N -0	ling to or t	from w	ork, or
	If yes, please explain: OLIVE BRANCH				

previous servi	etter X Just as Good	Γ	F (W)
		No Opinion	Worse
please ex	plain;		
For which of the	he following do you leave your con un these services?	nmunity? (Check all that	apply.) Where do
T go to con	Shopping		
Г	Personal needs		
Г	Banking		
. /			
X	Employment		
	Employment Social needs It will be local businesses in the converse No.	mmunity?	
If yes, would	Social needs Intly use local businesses in the conversion of the polygon continue to use them if the Polygon Continue to use the polygon	st Office is discontinued	
If yes, would	Social needs Intly use local businesses in the conversion of the polygon continue to use them if the Polygon continue to use them if the Polygon continue to use them.		
If yes, would	Social needs Intly use local businesses in the conversion of the polygon continue to use them if the Polygon Continue to use the polygon	st Office is discontinued	

Bette	er Just as Good	No Opinion	↑ Worse
please expl	ain;		

	following do you leave your cor	mmunity? (Check all that	apply.) Where do
you go to obtain	these services?		
_	Shopping		
T	Personal needs		
Γ	Banking		
_	Employment		
r-	Social needs		
	es No u continue to use them if the Po	st Office is discontinued	
r yes, would yo	es' No		
	es' No		
F Y			
lame.	es' No		



Po	ostal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps		K		
b.	Mailing Letters	X			Γ
C.	Mailing Parcels	X			
d.	Pick up Post Office box mail	\bowtie			Γ
e.	Pick up general delivery mail	of.	Г		Г
f.	Buying money orders		AFT.		Г
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	П	火	П	П
h.	Sending Express Mail		区		
i.	Buying stamp-collecting material	П	K	Е	Г
Ot	her Postal Services				
a.	Entering permit mailings	T YES	K NO		
b.	Resetting/using postage meter	T YES	X NO		
No	enpostal Services				
a.	Other	T YES	NO NO		
	If yes, please explain:	_			
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		T YES	KNO		
	If yes, please explain:				

-t	9?	Γ	Γ
Bette		No Opinion	Worse
please expl	ain.		
	e following do you leave your con these services?	nmunity? (Check all that	apply.) Where do
Г	Shopping		
Г	Personal needs		
Γ	Banking		
Γ	Employment		
	Social needs y use local businesses in the co	mmunity?	
If yes, would yo	y use local businesses in the co yes No ou continue to use them if the Po yes No	st Office is discontinued	>
If yes, would yo	y use local businesses in the co es No ou continue to use them if the Po es No	st Office is discontinued	?
If yes, would yo	y use local businesses in the co yes No ou continue to use them if the Po yes No	st Office is discontinued	?



Po	ostal Services	Daily	Weekl	y Monthi	y Never
a.	Buying Stamps	Г	Γ	X	Γ
b.	Mailing Letters	Γ	1X	г	Γ
C.	Mailing Parcels	Γ	Г	Γ	X
d.	Pick up Post Office box mail	Γ	×	Γ	Г
e.	Pick up general delivery mail	Γ	Г	X	Γ
f.	Buying money orders	Γ	Γ	Г	×
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	г	Γ	X	г
h.	Sending Express Mail	_	Г	, Г	×
i.	Buying stamp-collecting material	Γ	Г	. ୮	×
Of	ther Postal Services				
a.	Entering permit mailings	r YES	S TV NO)	
b.	Entering permit mailings Resetting/using postage meter	r YES	S TV NC)	
No	onpostal Services				
a.	Other	r YES	S TVNC)	
	If yes, please explain:	f)			
	3				
2. Do	you pass another Post Office during business hours w opping, or for personal needs?	hile trave	ling to o	r from wo	ork, or
		IV VE	S T NO	,	
	If yes, please explain:	1			
	Olive avenue, Burbank	· CA		2	
	is more convenint	tho	Cr		
	Hollywood way, Burb	ank)			

Better	X Just as Good	No Opinion	Worse
please explain:			
or which of the fol	lowing do you leave your con	mmunity? (Check all that	apply.) Where do
ou go to obtain the	ese services?		
	Shopping		
	Personal needs		
	Banking		
	Employment	411-411-411-411-411-411-411-411-411-411	
	Social needs		
∀ Yes	ontinue to use them if the Po		?
yes, would you o	No ontinue to use them if the Po		?
yes, would you o	No ontinue to use them if the Po		
yes, would you o	No ontinue to use them if the Po	ost Office is discontinued	
yes, would you of Yes	No notinue to use them if the Po No Yah T. Patron 304 3246 Buri	ost Office is discontinued	
yes, would you o Yes e: Mor ess. 70 E	No No No Yah T. Patron 304 3246 Burn P18 266-3381	ost Office is discontinued	
yes, would you on yes, would you on yes. e: Moress, PO E	No No No Yah T. Patron 304 3246 Burn P18 266-3381	burk, CA 9150	08
yes, would you on yes, would you on yes. e: Moress. PO E	No N	burk CA 9150	08 to complete this
yes, would you of Yes Yes Yes Mores. PO E See add any addition to the tonnaire.	No No No Yah T. Patron 304 3246 Burn P18) 266-3381	bank CA 9150 ok you for taking the time	to complete this



Po	estal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps		Γ,	10	_
b.	Mailing Letters	Γ	N	Г	
C.	Mailing Parcels	Г	Γ.	To large	_
d.	Pick up Post Office box mail	Г	1	Γ	Г
e.	Pick up general delivery mail	Г	Γ-	Г	10
f.	Buying money orders	Г	Г	Г	P
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Γ	1	Γ
h.	Sending Express Mail	Γ-	Г	√	Γ
i,	Buying stamp-collecting material	г	Γ	Г	~
Ot	her Postal Services				
a.	Entering permit mailings	r YES	IE NO		
b.	Resetting/using postage meter	r YES	F NO		
No	npostal Services				
a.	Other	r YES	F NO		
	If yes, please explain:	1			
Do Sh	you pass another Post Office during business hours woopping, or for personal needs?		4	rom wo	rk, or
	AND THE OWNER OF THE PROPERTY OF THE PARTY O	r YES	NO		
	If yes, please explain:	120	140		

Be	etter 「	Just as Good	□ No Opinion	□ Worse
please ex			10000.000	
4. For which of t	he following d ain these servi	o you leave your co	mmunity? (Check all th	at apply.) Where d
F	Shop			
_	Perso	onal needs		
Γ	Banki	ing		
Γ	Empl	oyment		
Г	Casia	Ineeds		
5. Do you curre	ntly use local t	businesses in the co	ommunity?	
5. Do you currer F If yes, would	ntly use local t	businesses in the co	ommunity? ost Office is discontinue	ed?
5. Do you currer F If yes, would	itly use local t Yes No you continue t	businesses in the co		ed?
5. Do you curren	itly use local t Yes No you continue t	businesses in the co		ed?
5. Do you currer If yes, would T	itly use local t Yes No you continue t	businesses in the co		ed?



Po	stal Services		aily	Weekl	y Month	ly Never
a.	Buying Stamps		Г	Γ	N	Γ
b.	Mailing Letters		_		Г	7
C.	Mailing Parcels		Ε.	Г	15/	Г
d.	Pick up Post Office box mail		_	D/	Г	r /
e.	Pick up general delivery mail		Г	Г	Г	P
f.	Buying money orders		Г	Γ	Г	F
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	1	г	г	F	F
h.	Sending Express Mail	1		Γ	E/	Г
i.	Buying stamp-collecting material	1		Γ	г	PE-
Ot	her Postal Services					
a.	Entering permit mailings	_	YES	FNO		
b.	Resetting/using postage meter	Γ	YES	10 NO		
No	npostal Services					
а.	Other	Г	YES	LNO		
	If yes, please explain:	_				
	you pass another Post Office during business hours wopping, or for personal needs?	hile	travel	ling to or	from w	ork, or
		Γ	YES	ENO		
	If yes, please explain:					

previous service	17		
Bette	ar Just as Good	No Opinion	□ Worse
please expl	ain:		
	following do you leave your con these services?	nmunity? (Check all that	apply.) Where do
Г	Shopping		
Γ	Personal needs		
Г	Banking		
Γ	Employment		
F	Social needs		
5. Do you current	vuse local businesses in the co	mmunity?	
Y	es No		
-/	u continue to use them if the Po	st Office is discontinued	?
a Y	es No		
Name:	EXXXX		
95	3010 0010	- 53	
Address	78 DOYES	RS	
Telephone 8	18- 34 8	45-05%	2
Date: 5/1/	2/1		
Please and any ad-	ditional comments below. Thank	e vous for taking the time t	n complete this
questionnaire.	anona commente below. Than	You for taking the time i	o somplete this

	☐ Just as Good ☐ No Opinion ☐ Worse
please explain	
4. For which of the fo	ollowing do you leave your community? (Check all that apply.) Where do nese services?
	Shopping VARIES
*	Personal needs VARIES
Г	Banking
Γ	Employment
×	Social needs VARIES
	V/ C
	DRIE E. BLOCH
Address: Po	Box 3024 , BURBAUK 91508
	Box 3024 , BURBANK 91508 B) 767-6666
Telephone: 818	
Date: MAY Please add any addition questionnaire. KEEP GLENOA	3)767-6666 7, 2011 Ional comments below. Thank you for taking the time to complete this associated by the second
Telephone: 818 Date: May Please add any addition questionnaire. KEEP GLENOR HOUYWOOD W	3)767-6666 7, 2011 Ional comments below. Thank you for taking the time to complete this aks OPEN, BUT IF YOU MUST MOVE, THEN TAY IS OK - BUT PLEASE DO NOT MOVE
Telephone: 818 Date: MAY Please add any addition questionnaire. KEEP GLENOR HOUYWOOD W. TO DOWNTOWN	3)767-6666 7, 2011 Ional comments below. Thank you for taking the time to complete this likes open, But if you must move, then lay is OK - But Please Do NOT Move N BURBANK ON OLIVE - BAD TRATEIO
Telephone: 818 Date: MAY Please add any addition questionnaire. KEEP GLENOR HOUYWOOD W. TO DOWNTOWN	3)767-6666 7, 2011 Ional comments below. Thank you for taking the time to complete this associated by the second

please explain:	Just as Good X No Opinion Worse
For which of the follo	owing do you leave your community? (Check all that apply.) Where do
4. you go to obtain the	ise services?
×	Shopping VARIES
×	Personal needs VARIES
	Banking
	Employment
×	Social needs VARIES
/	VALUE
Yes Yes	No Ontinue to use them if the Post Office is discontinued? No UNSURE
If yes, would you co	No ontinue to use them if the Post Office is discontinued?
Yes Yes If yes, would you co	No continue to use them if the Post Office is discontinued? No CUSURE
Yes Yes If yes, would you con Yes Yes Address Po R	No Choch Supe E. BLOCH
If yes, would you con Yes Ves Ves Ves Ves Ves Ves Ves Ves Ves V	No Chouse them if the Post Office is discontinued? No Chouse BLOCH Box 3024 , Burbauk 91508
If yes, would you con Yes Ves Ves Ves Ves Ves Ves Ves Ves Ves V	No Charles them if the Post Office is discontinued? No Charles BLOCH Box 3024 , Burbauk 91508 7, 2011
If yes, would you con Yes Yes Address Po Relephone: 818 Portage and any addition uestionnaire.	No Charles to use them if the Post Office is discontinued? No Charles BLOCH Box 3024 , Burbank 91508 7, 2011 Inal comments below. Thank you for taking the time to complete this
If yes, would you con Yes Yes Address Po	No Charles to use them if the Post Office is discontinued? No Charles BLOCH BOX 3024 BURBANK 91508 7, 2011 Inal comments below. Thank you for taking the time to complete this as OPEN, BUT IF YOU MUST MOVE THEN
If yes, would you con Yes Yes Address Po	No Charles to use them if the Post Office is discontinued? No Charles BLOCH BOX 3024 BURBANK 91508 7, 2011 Inal comments below. Thank you for taking the time to complete this as OPEN, BUT IF YOU MUST MOVE THEN
If yes, would you con Yes Yes Address: POR A	No Charles to use them if the Post Office is discontinued? No Charles BLOCH Box 3024 , Burbank 91508 7, 2011 Inal comments below. Thank you for taking the time to complete this



Po	stal Services	Daily	Weekly	Monthly	Never
a.	Buying Stamps	Γ	Γ	To the same of the	Γ
b.	Mailing Letters		Γ.	F	r/
C.	Mailing Parcels		П	Г	P
d.	Pick up Post Office box mail	<u></u>	P	Г	Γ
е.	Pick up general delivery mail		17	Γ	Γ.
f.	Buying money orders	_	Γ	I	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Γ	Te /	Γ
h.	Sending Express Mail	_	_	TP	Γ
l.	Buying stamp-collecting material	Г	г	ID	Г
Ot	her Postal Services		1		
a.	Entering permit mailings	r yes	NO NO		
b.	Resetting/using postage meter	T/ YES	r NO		
No	npostal Services		1		
a.	Other	r YES	NO NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?		/	from wo	rk, or
	If yes, please explain:	YES	NO NO		

	rrently received Post Office box service or general delivery service in. How do you think carrier route delivery service compares to your
-F Better	Just as Good
please explain:	Quickly & courteos besides help me on
Q pur soo	restience
For which of the following you go to obtain the	owing do you leave your community? (Check all that apply.) Where do se services?
	Shopping
J ⁻	Personal needs
-	Banking
	Employment
	Social needs
Yes Yes	e local businesses in the community? No Intinue to use them if the Post Office is discontinued? No
Name: William 1	n Osorio
Address P.D. 1307	1321, Burbank, Cz. 511504
Telephone (818) 8	A1 - A31 1
Date 5 7 11	
Please add any addition questionnaire	nal comments below. Thank you for taking the time to complete this



Po	stal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps				
b.	Mailing Letters		K	Г	Γ
C.	Mailing Parcels			V	
d.	Pick up Post Office box mail		X		
e.	Pick up general delivery mail			Г	
f.	Buying money orders			150	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation		П	П	
h.	Sending Express Mail				
i.	Buying stamp-collecting material		П		С
Ot	her Postal Services				
a.	Entering permit mailings	T YES	NO NO		
b.	Resetting/using postage meter	□ YES	NO NO		
No	npostal Services				
a.	Other	T YES	NO NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or f	rom wo	ork, or
		□ YES	NO NO		
	If yes, please explain:		, 110		

F B	Better	Γ	Just as Good	1¢	No Opinion	□ Wors
please e	explain.					
or which of	the follo	wing do	you leave your cor ces?	nmunity?	(Check all that	apply.) Where
-		Shopp				
		Person	nal needs			
-		Bankir	ng			
		Emplo	yment			
		0 11	nanda			
100	ently use		usinesses in the co	mmunity	?	
f yes, would	Yes Yes Yes	No No ntinue to	usinesses in the co			?
f yes, would	Yes Yes Yes X	No ntinue to	usinesses in the co	st Office	is discontinued	?
f yes, would	Yes Yes Yes X	No ntinue to	usinesses in the co	st Office	is discontinued	?
f yes, would	Yes Yes X	No No No	usinesses in the co	st Office	is discontinued	?



Do	stal Services	Daily	Wookly	Month	y Never
	Buying Stamps	r- Dany	F	X	r rever
2	Challent William Co. Zo. Challent Co.	_	V		-
b.	Mailing Letters		K	1	l lame of
C.	Mailing Parcels		Г	Г	X
d.	Pick up Post Office box mail	Г	×	Γ	_
e.	Pick up general delivery mail		Г	Г	X
\vec{f}_{\odot}	Buying money orders	Г	_	X	Γ
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Г	Γ	×
h.	Sending Express Mail	Γ-	_	Г	X
i,	Buying stamp-collecting material	Г	Γ	Г	Г
Otl	ner Postal Services				
a.	Entering permit mailings	r YES	NO NO		
b.	Resetting/using postage meter	r YES	NO X		
No	npostal Services				
a.	Other	r YES	NO NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or
		JY YES	F NO		
	If yes, please explain:				

r e	Better	12	Just as Good		No Opinion		Worse
please s							
2000000							
For which of you go to ob	the follow tain these	ing do servici	you leave your cores?	nmunity'	(Check all that	apply.)	Where d
1		Shoppi					
K	-	erson	al needs				
₹	1	Bankin	g				
K K K K	-	Employ	/ment				
7	_	Social	naade				
. Do you curr	ently use l	ocal bu	isinesses in the co	mmunity	?		
i. Do you curr X If yes, would	ently use lo Yes T	ocal bu No nue to				?	
i. Do you curre if yes, would	ently use lo	ocal bu No nue to	usinesses in the co			?	
i. Do you curr X If yes, would	ently use lo Yes T	ocal bu No nue to	usinesses in the co			?	
i. Do you curre X If yes, would	ently use lo Yes T	ocal bu No nue to	usinesses in the co			?	
i. Do you curre If yes would A	ently use lo Yes T	ocal bu No nue to	usinesses in the co			?	
i. Do you curre If yes would R ame:	ently use lo Yes T	ocal bu No nue to	usinesses in the co			?	
i. Do you curre No. If yes, would	ently use lo Yes T	ocal bu No nue to	usinesses in the co			?	



Po	estal Services	Daily	Weekly	Month	ly Never
a.	Buying Stamps			X	E
b.	Mailing Letters	X		ſг	Г
C.	Mailing Parcels			X	
d.	Pick up Post Office box mail	X			
e.	Pick up general delivery mail 7				
f.	Buying money orders			П	K
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	С	П	R	Г
h.	Sending Express Mail			叹	Г
i.	Buying stamp-collecting material	П	П		X
Ot	her Postal Services				
a.	Entering permit mailings	□ YES	X NO		
b.	Resetting/using postage meter	T YES	NO NO		
No	npostal Services				
a.	Other	C YES	NO.		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from w	ork, or
	If yes, please explain:	YES	□ NO		

	rrently received Post Offi n. How do you think carri		
	Γ	Г N- 0-1-1-	Worse
Better	Just as Good	No Opinion is to x with ne	Vvorse
please explain:		1) TOXWILL NO	XV Olgos
Neighbe	gil		
4. For which of the followay ou go to obtain the	owing do you leave your ose services?	community? (Check all the	nat apply.) Where do
Γ	Shopping		Tri .
Γ	Personal needs		
Γ.	Banking		
又	Employment		
<u></u>	Social needs	4	
Yes	No		
Name: Sa	arkis Alb	nasian	
Address: 52	& Stanfor	I Rd.	
Telephone: (2)	3) 400-85	:12	
Date:	5/5/11		
Please add any addition questionnaire.	nal comments below. The	ank you for taking the tin	ne to complete this
Mo	Ving The 8.0. 8	Box Loution	Hw wm
15	s spins to be n dails bears	difficult to	chech the Box
(C)	n doily have	2 I will have	to use possible
		7 calendale pr	estoffia.



Po	estal Services	Daily	Weekly	Month	ly Never	
a.	Buying Stamps	Γ	Γ	X	Γ	
b.	Mailing Letters	X	-	Г	Γ	
C.	Mailing Parcels	Г	Γ	X		
d.	Pick up Post Office box mail	X	Г	Γ	Γ	
e.	Pick up general delivery mail	_		Г	Γ ΄	(
f.	Buying money orders	Г	Γ	Г	X	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	Γ	×	Г	
h.	Sending Express Mail	Г	_	X	_	
i.	Buying stamp-collecting material	г	Γ	г	×	
Ot	her Postal Services					
a.	Entering permit mailings	r YES	RNO			
b.	Resetting/using postage meter	r YES	NO			
No	enpostal Services					
a.	Other	r YES	× NO			
	If yes, please explain:					3,550
Do Shi	you pass another Post Office during business hours wopping, or for personal needs?	hile trave	ling to or	from wo	ork, or	E
		T YES	X NO			
	If yes, please explain:					
SI		T YES	X NO			

L E	etter F	Just as Good	Г	No Opinion	Γ	Worse
please 6	explain:	1				
2 14 14 24 14 14 14 14 14 14 14 14 14 14 14 14 14			1			
4. For which of you go to ob	the following do tain these service	you leave your cores?	mmunity'	? (Check all th	at apply.)	Where do
Г	Shoppi					
Γ	Person	al needs				
٦	Banking	9				
Г	Employ	ment				
		needs sinesses in the co	ommunity	?		
5. Do you curr	ently use local bu		_		ed?	
5. Do you curr	Yes No Yes No Yes No Yes No	sinesses in the co	ost Office		ed?	
5. Do you curr If yes, would	Yes No Yes No Yes No Yes No	use them if the Po	ost Office	is discontinue		7508-35
5. Do you curr If yes, would Name:	Yes No Yes No Yes No Yes No	use them if the Po	ost Office	URBANK,		7508-35



Postal :	Services	Daily	Weekly	Monthi	y Never
a. Buy	ing Stamps		Г	X	Г
b. Mail	ling Letters		X	Γ	Г
c. Mail	ling Parcels		Г	Γ	1
d. Pick	up Post Office box mail	A	Γ	Г	
e. Pick	up general delivery mail	Г	Г	Γ	A
f. Buy	ing money orders	Г	Г	Γ	F
Reg	aining special services, including Certified Mail, pistered Mail, Insured Mail, Delivery Confirmation, Signature Confirmation	Γ	Г	A	Γ
h. Sen	ding Express Mail	Γ	Г	4	_
Buy i.	ing stamp-collecting material	г	г	г	+
Other F	Postal Services				
a. Ente	ering permit mailings	r YES	S ANO		
b. Res	etting/using postage meter	r YES	5 NO		
Nonpos	stal Services				
a. Oth	er	L AE	SINO		
If ye	es, please explain:				
	pass another Post Office during business hours ong, or for personal needs?		eling to or	from wo	ork, or
If ye	es, please explain: $\partial L/VE + S$,	F. Blue	1,		

Be	etter	☐ Just as Good	Γ	No Opinion	□ Worse
please ex				,	
4. For which of t	he following	do you leave your co	mmunity'	? (Check all that	apply.) Where
r		opping			
Γ	Per	sonal needs			
Γ	Bar	nking			
Г	Em	ployment			
Г	Soc	cial needs			
If yes, would	Yes No you continue Yes No	e to use them if the Po	ost Office	is discontinued?	?
Name:					
Address:					
Telephone:					



Po	stal Services	Daily	Weekly	Month	y Never
a.	Buying Stamps			X	
b.	Mailing Letters	X	Г	Г	Γ
C.	Mailing Parcels			X	
d.	Pick up Post Office box mail		X		
e.	Pick up general delivery mail		Г	K	Γ
f.	Buying money orders			Г	7
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	X	Г	Γ
h.	Sending Express Mail			R	Γ
i.	Buying stamp-collecting material		П	×	Γ
Ot	her Postal Services				
a.	Entering permit mailings	T YES	K NO		
b.	Resetting/using postage meter	T YES	NO		
No	npostal Services				
a.	Other	r YES	× NO		
	If yes, please explain:				
	you pass another Post Office during business hours wopping, or for personal needs?	vhile trave	ling to or	from wo	ork, or
		T YES	NO		
	If yes, please explain:				

3. complete t	this section.	ntly received Post Office t How do you think carrier r				
previous s		→	_	*1	_	
	Better	Just as Good	1	No Opinion	1	Worse
please	e explain:					
. For which	of the follow	ing do you leave your com	nmunity	? (Check all that	apply.)	Where do
4. you go to	obtain these	services?		*	11.6.5	
Г		Shopping				
Γ	F	Personal needs				
Г	E	Banking				
X	E	Employment				
1	-	Social needs				
Name:	Yesk					
Address:	P. Ô. E	00× 3698, BU	RBA 1	UK,CA 9	1508	
Telephone:						
Date:	05/10/	11			110	
questionnaire		comments below. Thank			the secondary	
		E AT THIS LO)LD R	E ALLOW
FOR .	THE U	ISPS CUSTOM	IRS	ONLY.		



D	ostal Services	Daily	Weekly	Month	ly Never
200		Daily	F	Г	ry rever
a.		5/	-	_	_
b.		V	-	-	_
C.	Mailing Parcels	·/	1		J
d.	Pick up Post Office box mail	V	Г	Г	
e.	Pick up general delivery mail	P		. Г	Г
f.	Buying money orders	Г	N	Γ	
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	4	Г	г	г
h.	Sending Express Mail	Г	₽.	Г	_
i.	Buying stamp-collecting material	г	Γ	Г	Г
Ot	ther Postal Services				
a.	Entering permit mailings	r YES	F NO		
b.	Resetting/using postage meter	r YES	r NO		
No	onpostal Services				
a.	Other	r YES	F NO		
	If yes, please explain:				
	you pass another Post Office during business hours woopping, or for personal needs?	hile trave	ling to or	from w	ork, or
		Γ YES	T NO		
	If yes, please explain:	1 55	, 140		

Better	☐ Just as Good	_	No Opinion	T	Worse
please explain	n:		•		
4. For which of the fo	llowing do you leave your cor	nmunity?	(Check all that	at apply.)	Where do
you go to obtain th	Shopping				
	Personal needs				
Г	Banking				4-4
	Employment				
10	Social needs				
*	Social needs				
5. Do you currently u	on local businesses in the co	on on a smith of			
	se local businesses in the co	mmunity?			
Yes	Γ No	×4.		40	
Yes If yes, would you o	No continue to use them if the Po	×4.		d?	
Yes	No continue to use them if the Po	×4.		d?	
If yes, would you o	No continue to use them if the Po	st Office	s discontinue	d?	
If yes, would you o	No continue to use them if the Po	st Office	s discontinue	d? .	
If yes, would you of Yes Yes Name: MAR(No continue to use them if the Port No No GRASSA	st Office	s discontinue		91508
If yes, would you o	No continue to use them if the Po	st Office	s discontinue		91508
If yes, would you of Yes Yes Name: MAR(No continue to use them if the Port No No GRASSA	st Office	s discontinue		91508
Yes Yes Yes Yes Yes Yes Yes Yes Address: Po	No continue to use them if the Port No No GRASSA. Box 3332	st Office	s discontinue		91508



05/08/2013

GLENOAKS CUSTOMERS BURBANK, CA

Dear Postal Service Customer:

Thank you for returning your questionnairs concerning the proposed discontinuance of the Gienoaks Station. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

in response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box,
 if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated
 place, such as on your porch or under a carport.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Pive-Digit ZIP Code and Post Office Directory.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and
 vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the
 use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office
 Directory.
- You expressed a concern that the Postal Service exhibits a tack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If you have additional questions or comments, please feel free to contact Janis Buonarati at (661) 775-6749.

Sincerely,

RICK WEST Manager, Post Office Operations 28201 Franklin Parkway Santa Ciarita, CA, 91383-9998 Docket: 1364982 - 91504 Item Nor: 21 Page Nor: 1

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the GLENOAKS Post Office on 03/21/2011. Additionally, during the survey period, questionnaires were available at the GLENOAKS Post Office to walk-in retail customers.

1. Number of Questionnaires

Total questionnaires distributed	1000
Favorable to proposal	33
Unfavorable to proposal	83
Expressing no opinion	16
Total questionnaires received	132

Docket: 1364982 - 91504 Item Nbr: 21 Page Nbr: 2

Postal Concerns

The following postal concerns were expressed

 Customer expressed a concern about package delivery and pickup Response:

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

 Customers expressed concern for loss of community identity Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

 Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Nonpostal Concerns

The following nonpostal concerns were expressed

Disher Dilett. 19501 line ble 72' Pap ble 1 Community Meeting Comments

Postal Concerns

The following postal concerns were expressed

 No Concern Response;

Nonpostal Concerns

The following nonpostal concerns were expressed

DOCKET NO 136 4982-91504 ITEM NO 23 PAGE T

Date of Posting: 06/09/2011

UNITED STATES POSTAL SERVICE

Date of Removal: 08/10/2011

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE GLENOAKS, CA STATION AND CONTINUE TO PROVIDE SERVICE BY CITY DELIVERY

To the customers of the Glenoaks Station:

The Postal Service is considering the close of the Glenoaks Station for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/09/2011 through 08/10/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glenoaks Station and Burbank Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JANIS BUONARATI 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

For more information, you may call JANIS BUONARATI at (661) 775-6749 or write to the above address.

Thank you for your assistance.

VIKKI NOBLITT 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 06/07/2011

Postal Customers of the Glenoaks Station: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Glenoaks Station, which was posted 06/09/2011 through 08/10/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Glenoaks Station who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

RICK WEST 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998 Docket: 1364982 - 91504 Item Nbr: 25 Page Nbr: 1



05/08/2013

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Glenoaks Station. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Janis Buonarati at (661) 775-6749.

Sincerely,

RICK WEST Manager, Post Office Operations 28201 Franklin Parkway Santa Clarita, CA, 91383-9998



Po	ostal Services	Daily	Weekly	Monthl	y Never
a.	Buying Stamps		X	Γ	Г
b.	Mailing Letters	X	r -	Γ	Γ
C.	Mailing Parcels		X	Г	Γ
d.	Pick up Post Office box mail	100	Г	Γ	Γ
е.	Pick up general delivery mail	Γ	Г	Γ	150
f.	Buying money orders	_	Г	Ø	r
g.	Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	Г	P	г	Γ
h.	Sending Express Mail	P	_	Γ	Γ
į,	Buying stamp-collecting material		, Γ	Γ	Z
Ot	her Postal Services				
a.	Entering permit mailings	r YES	17 NO		
b.	Resetting/using postage meter		F NO		
No	npostal Services	7 1.1.5	140		
a.	Other	r yes	F NO		
	If yes, please explain:	1 5	, 110		
Do sho	you pass another Post Office during business hours wopping, or for personal needs?	hile trave		rom wo	rk, or
	If yes, please explain:	1E2	- NO		
			The second second		

previous service?	□ Just as Good	□ No Opinion	□ Worse
please explain		0.50	
1			
For which of the fo	ollowing do you leave your o	community? (Check all that	apply.) Where do
4. you go to obtain th	Shopping		
2	Personal needs		
7			
P	Banking		***************************************
4	Employment		
4	Social needs		
If yes, would you of Yes	continue to use them if the l	Post Office is discontinued?	
A 4.4			
Address			
Telephone			
Date:			
Please add any additi questionnaire.	ional comments below. Tha	ink you for taking the time t	o complete this

Docket: 1364982 - 91504 Rem Nbr: 26 Page Nbr: 1

Analysis of 60-Day Posting Comments

Numbe	r of comments returned					
Favorable comments						
Unfavor	rable comments	1				
No opin	ion expressed	٥				
Total co	omments returned	1				
Pos	stal Concerns					
The	following postal concerns were expressed					
No	Nonpostal Concerns					
	following nonpostal concerns were ressed					
1.	No public concern					

Response;



lame: vea:	GLENOA PACIFIC	KS			District:	State: CA SIERRA COASTAL F	Zip	Code: 91	504
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Tele No:		(661) 775-		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			ax No:	-16	61) 775-7188



lame:	GLENOA	KS					State: CA	Zip	Code: 9	1504
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Title:				ASTAL PFC Post Office I	Review C	oordinator	Š.		_	
Tele No:		_	775-67					Fax No:	66	61) 775-7188

Docket: 1364982 - 91504 Item Nbr: 4; Page Nbr: 1

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name,	State, ZIP Code:	GLENOAKS STATION, CA, 91504-9998				
EAS Level:		0				
District:		SIERRA COASTAL PFC				
County:		LOS ANGELES				
Congressiona	I District:	29				
Proposal:		Close Consolidate				
Reason For P	ropsed:	1				
Alternate Serv	rice Proposed:	City Delivery				
Customers Aff	fected:	-				
Post Office Box:		416				
General Del	ivery:	0				
Rural Route	•	0				
	ntract Route (HCR):	0				
City Route:		0				
Intermediate	2 Pural:	0				
Intermediate		0				
	er of customers:	· · · · · · · · · · · · · · · · · · ·				
rotal numb	er of customers.	416				
Data						
Date	Action Office suspended. Reason suspended:					
	Suspension notice sent to Headquarters.					
05/08/2013	Reason: There are a number of alternate s	sites within a short radius of this office that c	an provide the sale of stamps			
	and the mailing of most package items.					
02/04/2011	District manager authorization to study. Questionnaires sent to customers. Number	er sent: 1000 Number Returned: 132				
03/21/2011	Analysis: Favorable 33 Unfavorable 83	No Opinion 16				
	Petition received. Number of signatures: 0 Concerns expressed:)				
	Congressional inquiry received: No					
10/01/0010	Concerns expressed:					
10/24/2012	Proposal and checklist sent to district for r	review. ons notified by district 10 days before the 60	Lay posting (PS Form 4920			
08/09/2011	attached).		day posting (i o i oim 1020			
10/24/2012	Proposal and invitation for comments pos					
08/09/2011	Proposal and invitation for comments rem Comment Analysis: Favorable 0 Unfavorable 0 No Opinior					
None	Premature PRC appeal received. Concerns expressed:					
05/27/2011	Updated PS Form 4920 completed (if nec	essary).				
08/09/2011	Certification of the official record.					
05/40/0040	president, Area Operations.	president, Delivery and Retail, and copy of	transmittal letter to vice			
05/10/2013	Headquarters logged in official record (op Record returned to district for additional or					
	Record returned as not warranted.	onsideration.				
06/20/2013	Final determination posted at affected offi	• •				
	Final determination removed and round-d					
	Postal Bulletin Post Office Change Annou No appeals letter received from Headquar					
07/03/2013	Appeal to PRC received.	1000.				
	PRC opinion received on appeal: Affirmed: Remanded:	USPS Withdrawn:				
Address management systems notified to updated AMS report.						
	Discontinuance announced in Postal Bulle	etin No.: Effective date:				
Review Coordin	nator/person most familiar with the case:					
	JANIS BUONARATI		(661) 775-6749			
	Name/Title		Telephone Number			
	JANIS BUONARATI		(661) 775-6749			
	District Post Office Review Coordinator		Telephone Number			

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08/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record GLENOAKS STATION Docket Number 1364982 - 91504

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

KERRY WOLNY District Manager



07/15/2013

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS UNITED STATES POSTAL SERVICE 475 L'ENFANT PLAZA ROOM 5621 WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Glenoaks Station Station.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Janis Buonarati, Post Office Review Coordinator, at (661) 775-6749 or LISA BALL Manager Post Office Operations.

KERRY WOLNY DISTRICT MANAGER 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

Enclosures:

One copy of record (http://hqcsopps.usps.gov/public/dis/4F/P1364982.pdf) Headquarters acknowledgment of receipt of official record (optional) Self-addressed envelope

cc: Vice President, PACIFIC Area (no enclosures)

Docket: 1364982 - 91504 Item Nbr: 32 Page Nbr: 1

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the GLENOAKS STATION was received by 05/10/2013.

Please contact please contact Dan Leonard at (303) 313-5672 or Mike Mirides at (303) 313-5671 or the address below for additional information regarding its status.

HQ Field Performance West 1745 Stout Street, Ste 105 Denver, CO 80299-0105

Enclosure: (self-addressed envelope)

*Note: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.



05/31/2013

DISTRICT MANAGER 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- GLENOAKS STATION

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Dan Leonard at (303) 313-5672 or Mike Mirides at (303) 313-5671.

Thank you for your assistance.

Edward F. Phelan, Jr.

Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:

Vice President, Area Operations, PACIFIC Area

Docket: 1364982 - 91504 Item Nbr: 34 Page Nbr: 1



06/20/2013

OFFICER-IN-CHARGE/POSTMASTER Glenoaks Station Station

SUBJECT: Letter of Instructions Regarding Posting of the Glenoaks Station Station Final Determination Docket No. 1364982 - 91504

Please post in the lobby the enclosed final determination to close the Glenoaks Station Station. The final determination must be posted in a prominent place from 06/20/2013 through close of business on 07/22/2013. It must be posted for at least 30 days and the first day does not count. The Final Determination will also be posted in the Burbank Post Office. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 07/23/2013.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (661) 775-6749.

Sincerely,

JANIS BUONARATI POST OFFICE REVIEW COORDINATOR 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

Enclosures:

Final Determination Official Record

Date of Posting: 06/20/2013

Date of Removal: 07/22/2013

FINAL DETERMINATION TO CLOSE THE GLENOAKS STATION, CA STATION AND CONTINUE TO PROVIDE SERVICE BY CITY DELIVERY

DOCKET NUMBER 1364982 - 91504

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Glenoaks Station, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons; There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Glenoaks Station Post Office provides retail service from 09:00 - 17:00 Monday through Friday and Closed on Saturday.

The revenue trend for the office during the last several years is as follows:

FY 08 \$ 1,219,252 FY 09 \$ 976,274 FY 10 \$ 906,510 FY 11 \$ 930,481 FY 12 \$ 877,111.

On May 30, 2011, representatives from the Postal Service were available at 1634 San Fernando, Burbank, CA to answer questions and provide information to customers. 2 customer(s) attended the meeting.

On March 21, 2011, 1000 questionnaires were distributed to delivery customers of the Glenoaks Station Station. Questionnaires were also available over the counter for retail customers at the Glenoaks Station Station. 132 questionnaires were returned.

Responses regarding the proposed alternate service were as follows: 33 favorable, 83 unfavorable, and 16 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Burbank Post Office. Window service hours at the Burbank Post Office are from 900 to 1830, Monday through Friday, and 900 to 1500 on Saturday.

The proposal to close the Glenoaks Station Station was posted with an invitation for comment at the Glenoaks Station Station and Burbank Post Office from June 09, 2011 to August 10, 2011.

The following additional concerns were received during the proposal posting period:

The following concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1.	Concern:	Customer expressed a concern about package delivery and pickup
	Response:	The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to $\frac{1}{2}$ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
2.	Concern:	Customers expressed concern for loss of community identity
	Response:	The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3.	Concern:	Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
	Response:	The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with

effective manner.

regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost

Some advantages of the proposal are:

- 1. Stamps by Mail order forms are provided for customer convenience.
- 2. Customers opting for carrier service will have 24-hour access to their mail.
- 3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
- 4. Customers opting for carrier service will not have to pay post office box fees.
- 5. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

- 1. The loss of a retail outlet.
- 2. Potential of some to have to travel additional distance.
- 3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

II. EFFECT ON COMMUNITY

Glenoaks Station is an unincorporated community located in Los Angeles County. The community is administered politically by City of Burbank. Police protection is provided by the City of Burbank. Fire protection is provided by the City of Burbank. The community is comprised of Retirees, self employed, commuters, students and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Many businesses in the Burbank area, . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenoaks Station Station will be available at the Burbank Post Office. Government forms

normally provided by the Post Office will also be available at the **Burbank Post Office** or by contacting your local government agency.

This Glenoaks Station Station is not listed as a historic landmark.

The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. Concern: No public concern

Response:

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

This unit is a retail annex and all employees are part of another installation and their work schedules will be adjusted to work at the parent facility.

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 740,270, assuming filling vacant management and craft positions at the median salary range:

Building Maintenance	\$ 152,570
Utilities	\$ 128,890
Transportation	\$ 67,690
EAS Craft & Labor	\$ 391,120
Contracts	\$ 0
Rent	\$ 0
Relocation One-Time Cost	\$ 0

Total Ten Year Savings \$740,270

V. OTHER FACTORS

The Postal Service has included "Node Study" attached at end of proposal

VI. SUMMARY

This is the final determination to close the Glenoaks Station, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The Glenoaks Station Station provided delivery and retail service to 416 PO Box or general delivery customers and no delivery route customers.

The Postal Service will save an estimated \$ 740,270 over the next ten years.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

Edward F. Phelan, Jr.

Vice President of Delivery and Post Office Operations

07/15/2013

Date

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Postal Bulletin Post Office Change Announcement Form Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: 06/20/2013 Actual discontinuance date:

Date removed: 07/22/2013 Official discontinuance date:

No. of days posted: 32 (Headquarters entry):

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

BEFORE CHANGE POST OFFICE INFORMATION

Post Office

Name and State: GLENOAKS STATION, CA ZIP Code: 91504-9998 Finance no: 051026

County: LOS ANGELES
Type of discontinuance:
Consolidate () Close (X)

Type of discontinued facility

Post Office ()

Classified Station (X) Branch ()FIN_S Community Post Office (CPO) ()

Coordinator name: JANIS BUONARATI

Telephone: (661) 775-6749

AFTER CHANGE POST OFFICE INFORMATION

Administrative

Post Office: BURBANK

ZIP Code: 91505-9998 Finance no: 051026

County: LOS ANGELES

Original name retained? Yes (X) No () New last line of customer address is:

BURBANK CA,91504

Type of replacement service

Post Office (X)

Classified Station () Branch ()

Contract Unit () Community Post Office (CPO) ()

Date:

(Location) District: SIERRA COASTAL PFC

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5083.

Headquarters entry: () TL () HS

^{*}Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent Post Office must be posted for at least 30 days.



June 20, 2013

Notice of Final Determination to close Glenoaks Station

The U.S. Postal Service (USPS) has issued the final determination to close Glenoaks Station, 1634 San Fernando Road in Burbank, CA, and consolidate P.O. Box service into the Burbank Bob Hope Station, 135 E. Olive Ave, which is one mile away. The P.O. Box numbers and ZIP Code will remain the same.

Glenoaks Station was studied for consolidation to reduce costs while maintaining access to postal services to the community. Revenue has been steadily declining at Glenoaks Station and there are a number of alternate sites within a short radius of this facility that provide postal services.

On March 21, 2011, questionnaires on the proposed consolidation were distributed to customers of the Glenoaks Station. Of the 132 returned, response were 33 favorable, 83 unfavorable and 16 no opinion. On May 30, 2011, USPS representatives were at a public meeting at the Glenoaks Station to provide information and answer questions. Written comments on the proposal were received from June 9, 2011, to August 10, 2011.

Appeal Rights

This final determination to close the Glenoaks Station may be appealed by any person served by that office to the Postal Regulatory Commission (PRC). Appeals must be received by the PRC within 30 days of the date this notice of final determination is posted. If an appeal is filed, copies of appeal documents prepared by the PRC or the parties to the appeal will be made available for public inspection at Glenoaks Station and the Burbank Post Office during normal business hours.

Submit appeals to:

Postal Regulatory Commission 901 New York Ave. NW Ste. 200 Washington DC 20268-0001 (20 / /

Ref. Docket Number 1364982-91504